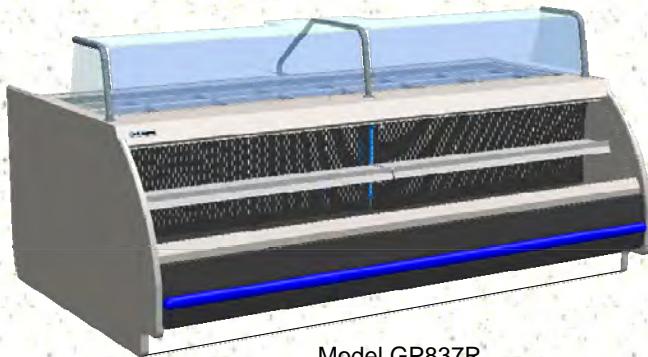


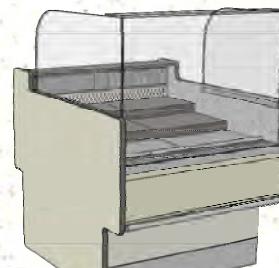
G-SERIES

INSTALLATION AND OPERATING MANUAL P/N 20-00045

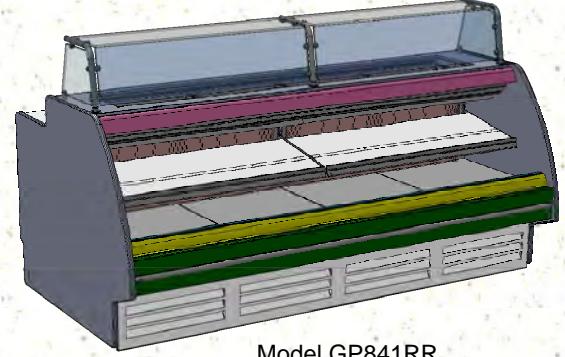
- > REFRIGERATED SALAD/SANDWICH CASE / SELF-SERVICE GRAB-N-GO AT FRONT SECTION
- > REFRIGERATED PAN SYSTEM AT TOP SURFACE (BEHIND SNEEZE GUARD)
- > REFRIGERATED DRAWERS & STORAGE DOOR AT CASE REAR FOR DELI MEAT & CHEESES
- > REFRIGERATED SELF-SERVICE GRAB-N-GO FRONT SECTION / HEATED SERVICE PIZZA DISPLAY
- > REFRIGERATED SELF-SERVICE GRAB-N-GO FRONT / HEATED SERVICE PIZZA STONE DISPLAY
- > REFRIGERATED SELF-SERVICE/SERVICE PREP CASE WITH REAR STORAGE, Etc.



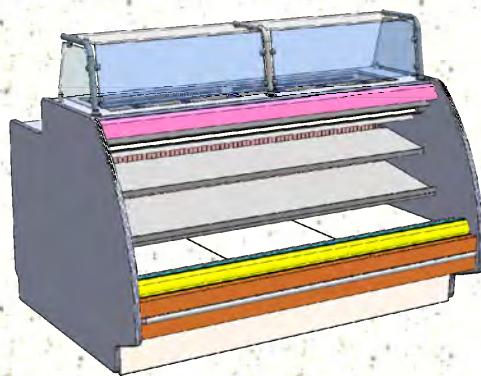
Model GP837R



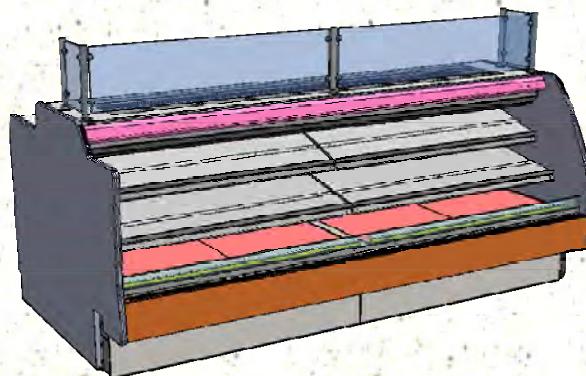
Model GP340DRLB.5580



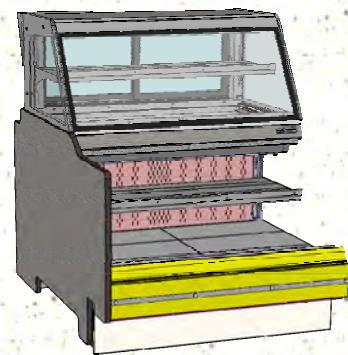
Model GP841RR



Model GP641RRLB



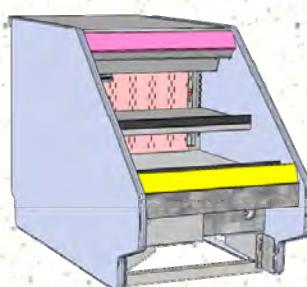
Model GP841R.5184



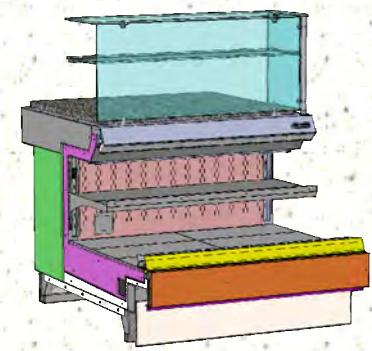
Model GP440RRLB.5571



Model GP441RR

Model GP236DRLB (Front Panel
To Be Attached As Part of Lineup)

Model CDR5745A



Model GP440RHLB.5574

Note: See MODEL APPLICABILITY section in this manual for a complete list of models represented by this operating manual.

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MODEL APPLICABILITY

THIS OPERATING MANUAL IS APPLICABLE TO THE FOLLOWING MANUALS

CDR5745A

GP236DRLB (D = Dry Top)
GP340DRLB.5580 (D = Dry Top)

GP440RRLB.5571
GP440RRLB.5572

GP440RHLB.5574

GP441RR
GP441RR.5386
GP441RRG.5825
GP441RRLB

GP540RRLB.5571B

GP541RR
GP541RRLB
GP541RR.5692

GP640DRLB.5580A (LB = Lower Base Units)
GP640RRLB.5571A
GP640RRLB.5572A
GP640RRLB.5578A

GP641RR
GP641RR.5798B
GP641RRLB

GP737R
GP737RG

GP836RRLB

GP837R

GP840RRLB.5571C
GP840RRLB.5572B

GP841R.5184
GP841RR
GP841RRLB

GP1041RR.5798D

OVERVIEW

- Front Case Main Display Area: These cases are designed to merchandise **pre-chilled packaged food and beverage products** at 38 °Fahrenheit / 3 °Celsius or less product temperatures.
- Rear Drawers and Condiment Pans: These areas are also designed to merchandise **pre-chilled packaged food and beverage products** at 38 °Fahrenheit / 3 °Celsius or less product temperatures.
- Product must be pre-chilled to 38 °F / 3 °C or less prior to being placed in refrigerated area of case.
- Product must be pre-heated to at least 150 °F / 66 °C or higher prior to being placed in heated service pizza display area.
- This remote refrigerated unit is a barista serve unpackaged food and customer self serve packaged food and drink case.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance.
- Improper use will void warranty.
- This multi-functional unit is designed to perform quietly with easy operation.
- Merchandising capabilities meet the required standards for maintaining proper refrigerated food temperatures and sanitation.

**TYPE 1 Units**

This unit is designed for the display of products in ambient store conditions where temperatures and humidity are maintained within a specific range.

As this unit is manufactured for Type 1 conditions, ambient conditions are to be at 55% maximum humidity and maximum temperatures of 75 °F (24 °C).

COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state and local electrical and plumbing codes are not covered by warranty.
- See below compliance guideline.

WARNINGS

- This page contains important warnings to prevent injury or death.
- Please read carefully!

PRECAUTIONS and WIRING DIAGRAMS

- See next page for **PRECAUTIONS** and **WIRING DIAGRAM** information.

COMPLIANCE

This equipment MUST be installed in compliance with all applicable NEC, federal, state and local electrical and plumbing codes.

WARNING

Risk of electric shock. Disconnect power before servicing unit.
CAUTION! More than one source of electrical supply is employed with units that have separate circuits.
Disconnect ALL ELECTRICAL SOURCES before servicing.

WARNING

Hazardous moving parts. Do not operate unit with covers removed.
Fan blades may be exposed when deck panel is removed.
Disconnect power before removing deck panel.

WARNING

Heated Surface (Stone) Pizza Display Area is Hot!
Allow to cool before cleaning.

PRECAUTIONS

- Following are important precautions to prevent damage to unit or merchandise.
- Please read carefully!
- See previous page for specifics on **OVERVIEW**, **TYPE**, **COMPLIANCE** and **WARNINGS**.

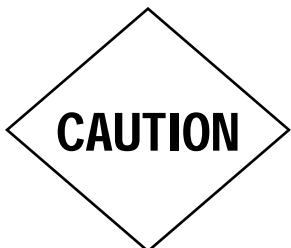
WIRING DIAGRAM

- Each case has its own wiring diagram folded and in its own packet.

- Wiring diagram placement may vary; it may be placed near ballast box, field wiring box, raceway cover, or other related location.

POWER CORD AND PLUG MAINTENANCE

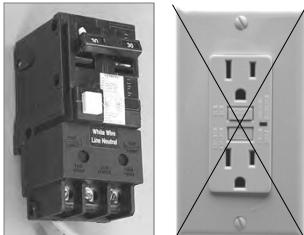
- Caution! Risk of electric shock.
- If cord or plug becomes damaged, replace only with cord and plug of same type.



CAUTION! LAMP REPLACEMENT GUIDELINES

LED lamps reflect specific size, shape and overall design.
Any replacements must meet factory specifications.

Fluorescent lamps have been treated to resist breakage and
must be replaced with similarly treated lamps.



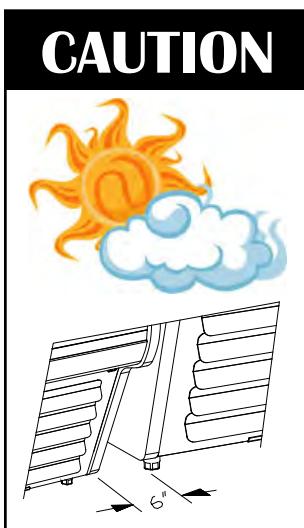
CAUTION! GFCI BREAKER USE REQUIREMENT

If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you **MUST** use a GFCI breaker in lieu of a GFCI receptacle



CAUTION! POWER CORD AND PLUG MAINTENANCE

Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



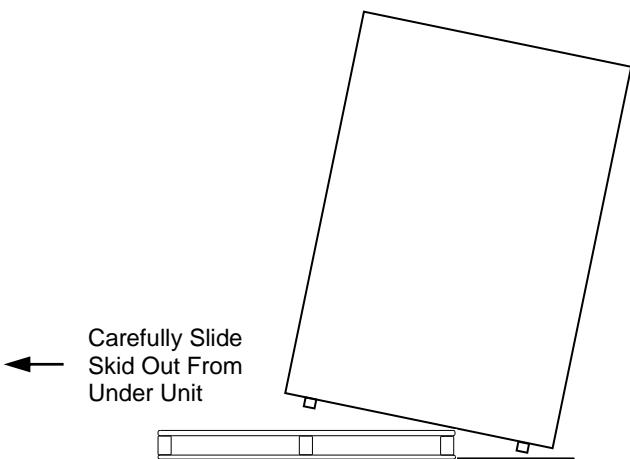
CAUTION! ADVERSE CONDITIONS / SPACING ISSUES

- Performance issues caused by adverse conditions are **NOT** covered by warranty.
- End panels must be tightly joined or kept at least 6-inches away from any structure to prevent condensation.
- Unit must be kept at least 15-feet from exterior doors, overhead HVAC vents or any air curtain disruption to maintain proper temperatures.
- Unit must not be exposed to direct sunlight or any heat source (ovens, fryers, etc.).
- Tile floors, low ceilings or small rooms will increase noise level. Whisper Cool compressor blanket or remote unit may resolve noise level issues.
- Keep at least 8-inch clearance above unit for air discharge (self-contained units only).

INSTALLATION: SKID REMOVAL / ALIGNING CASE / FRAME SUPPORT RAILS

1. Remove Unit From Skid

- **Caution! To prevent damage, support case while sliding skid out from under case.**
- Note: Illustration below reflects general outline of sample case and does not reflect any particular model or options).

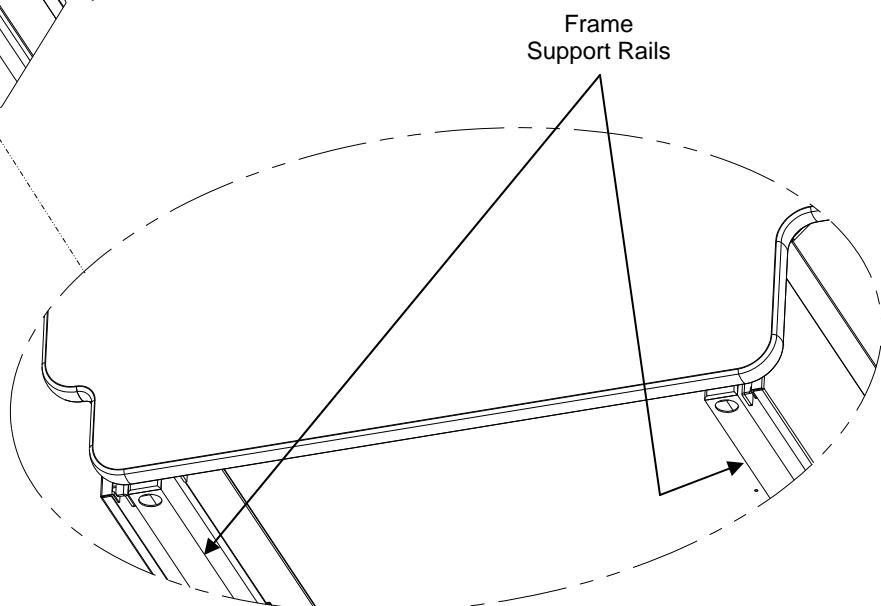
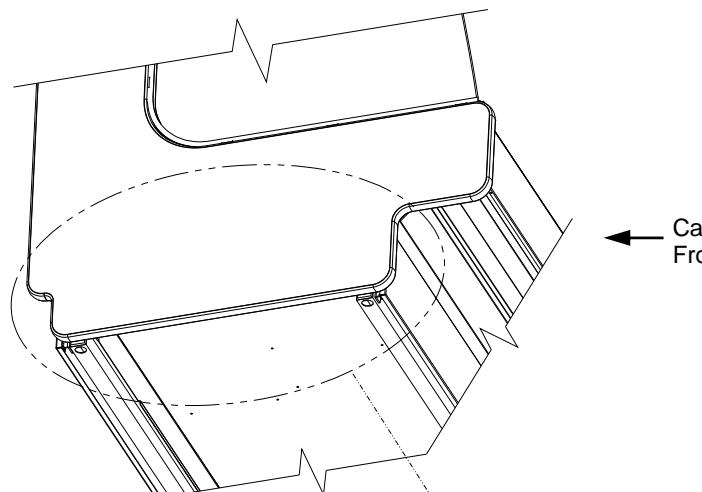


2. Position & Align Case Alongside Others

- Before adjusting levelers, make certain that the case is in proper position and, if required, aligned with adjoining case(s).
- This may require repositioning of the case you are installing or the already positioned case.

3. Frame Support Rails

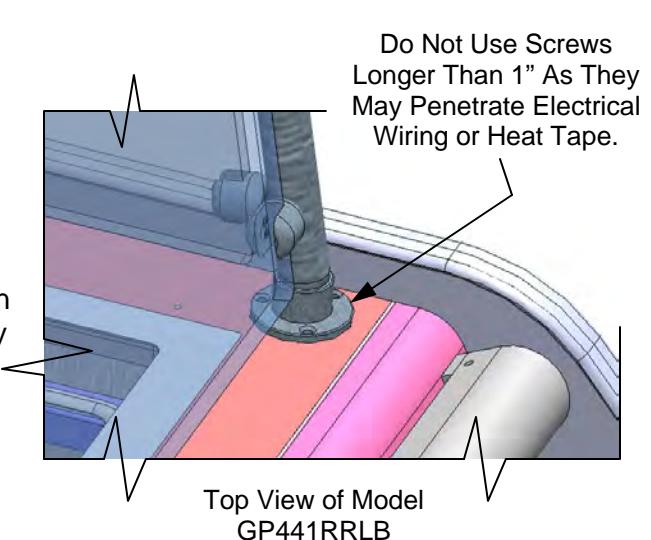
- Illustration below shows case with frame support rails (sample case - may not exactly reflect your particular model).
- Shims will be provided with all cases that have frame support rails.
- Use shims to level case.
- **Note: After case is in position, it must be sealed to floor to prevent entry or leakage of liquid or moisture.**



INSTALLATION, CONTINUED: SNEEZE GUARD ASSEMBLY SELF-INSTALLATION (RETROFITTING)

Sneeze Guard Self-Installation (Retrofitting)

- Cases may be ordered without sneeze guards.
- Should customer wish to attach sneeze guards AFTER case has been delivered, it is the responsibility of customer (and their chosen contractor) to do so.
- **Structural Concepts is not responsible for damage to case or sneeze guard as it pertains to methods employed or components chosen in retrofit process.**
- If your model is similar to model GP441RRLB (shown on this sheet) do not use screws longer than 1" or they may penetrate through top board and into electrical wiring or heat tape. Each model may vary. Carefully check panel thickness and surrounding electrical components before drilling holes or attaching screws into your unit.
- **Note:** Model shown may not exactly reflect specifics of your particular model or options.

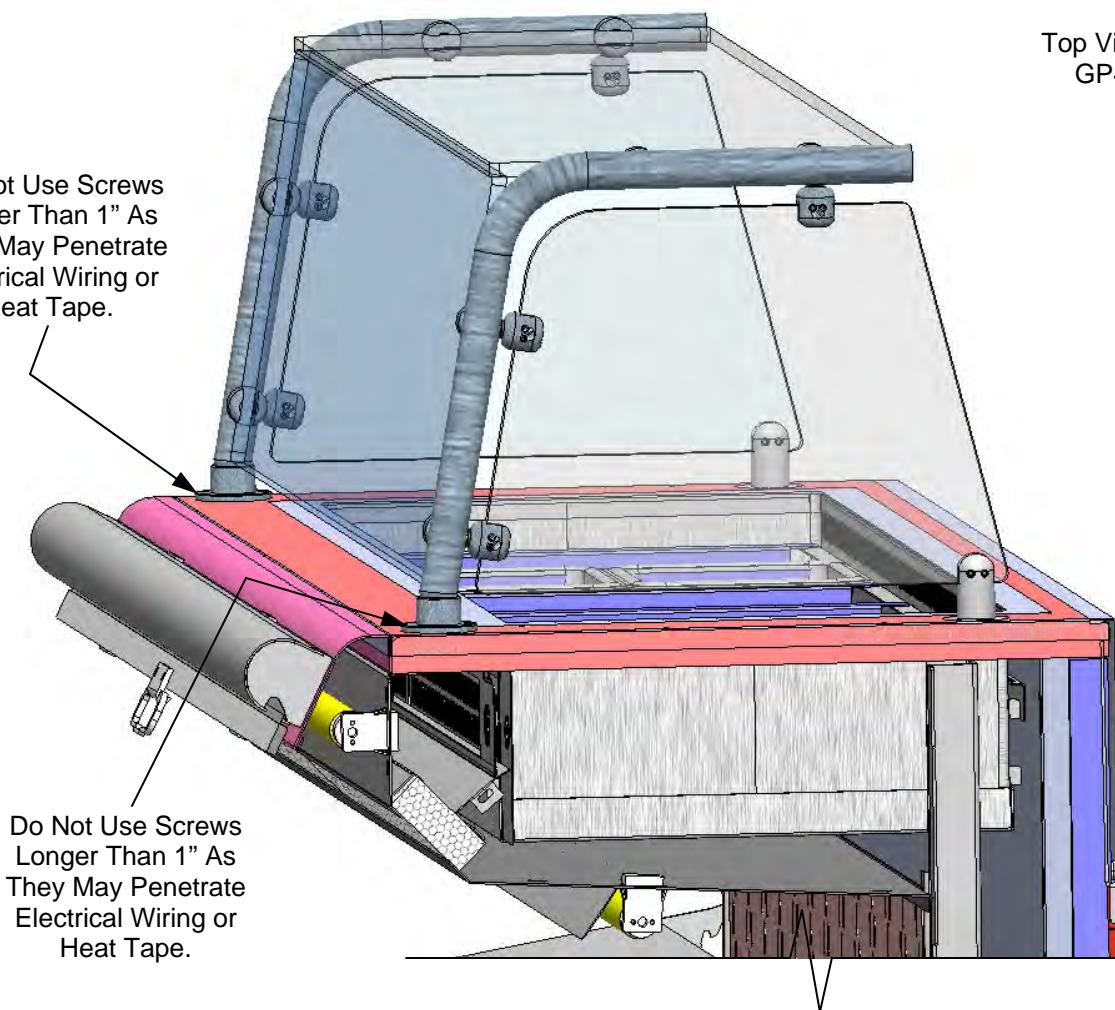


Top View of Model GP441RRLB

Top View of Model GP441RRLB

Do Not Use Screws Longer Than 1" As They May Penetrate Electrical Wiring or Heat Tape.

1" Thick Panel (To Attach Sneeze Guard Bases)

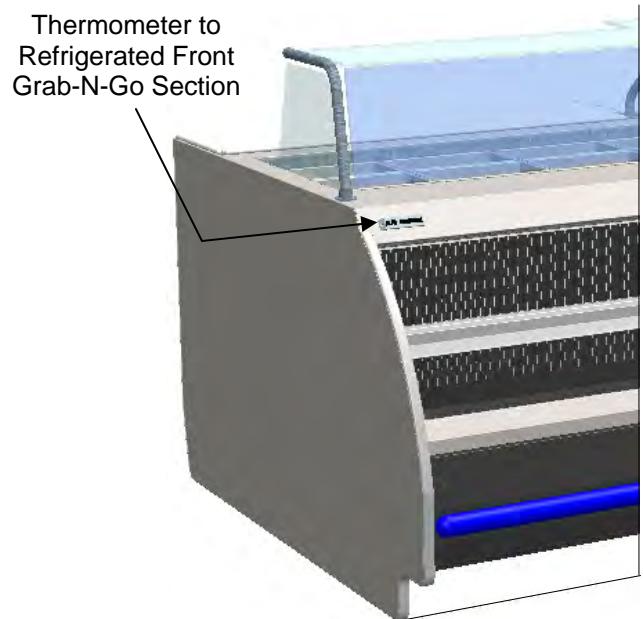


Side View of Model GP441RRLB
(Partially Disassembled For Illustrative Purposes Only)

CASE START-UP / THERMOMETER FUNCTION & LOCATION

1. Case Start-Up

- Case will energize when properly field-wired.
- Refrigeration system will supply cold air to rear drawers, rear door compartment and front grab-n-go section upon being energized.
- Front refrigerated section shown below. Light switch (if any) will turn on light at front of case.
- When properly field-wired, coil fans should turn on. From inside of the case, check for discharge air from the air diffusing honeycomb to confirm that fans are functioning properly. See next page for honeycomb location.
- When case is in start-up mode (or has been idle for a long period of time), unit requires 75 minutes of run time to pull-down temperature.



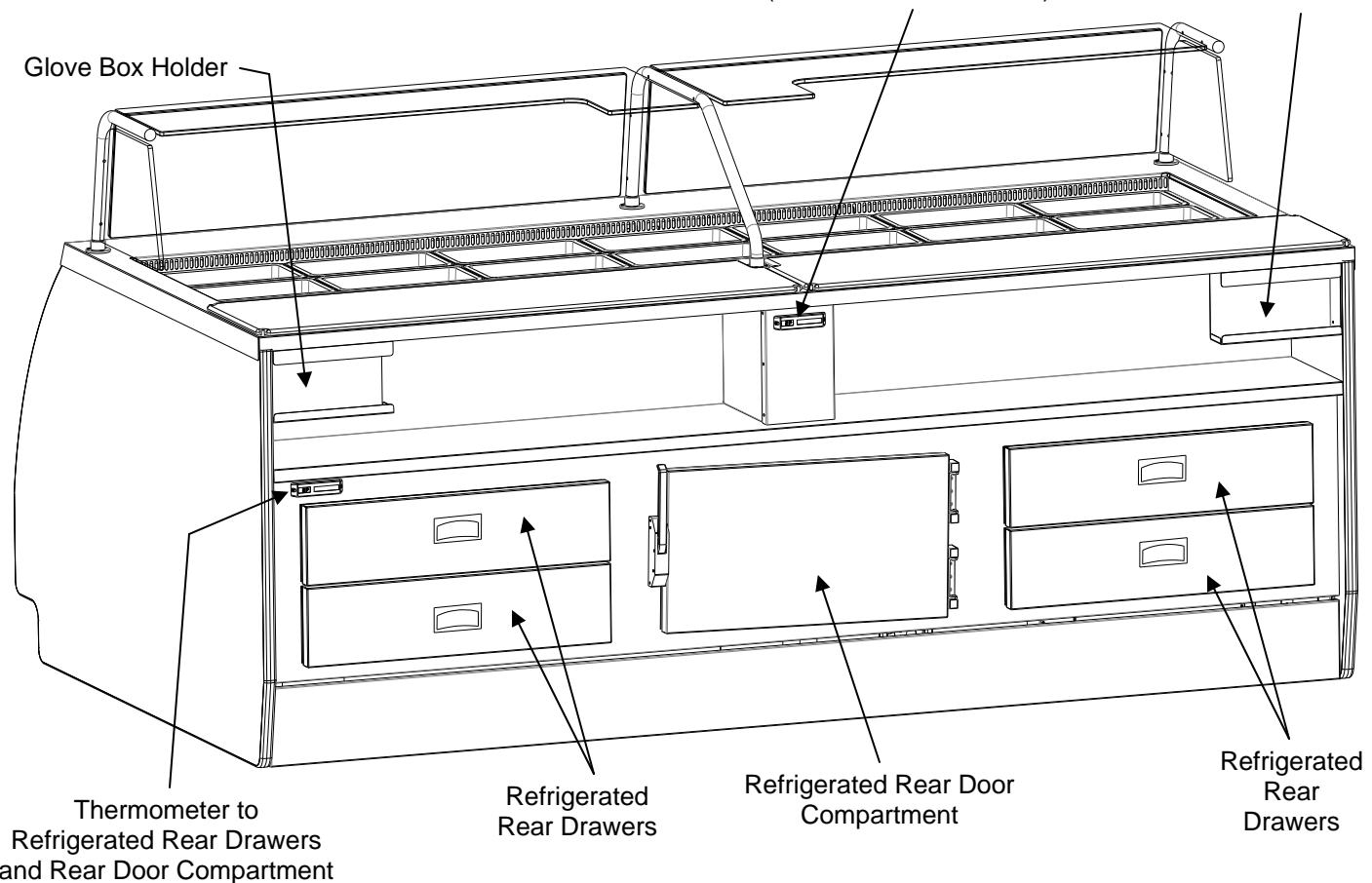
Case Front

2. Thermometer Function & Placement

- Note 1: Thermometers provides temperature to three (3) separate areas in the case.
- Note 2: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 3: Use probe thermometers to determine actual product temperatures.

Thermometer to
Refrigerated Pan System
(Behind Sneeze Guards)

Glove Box
Holder



-- View of Case Rear (Model GP837R Only) --

LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION

1. LED Light Removal / Replacement

- If case is provided with LED lights they will rarely require change-out.
- Contact Structural Concepts' Technical Service Dept. for replacement parts (see Technical Service section of this guide).
- To remove LED light fixture, disconnect existing LED light from brackets and self-adhesive tape.
- Then, firmly grasp LED light while applying outward pressure to brackets.
- Twist the LED out and away from the bracket to release

2. Plug and Cord Positioning

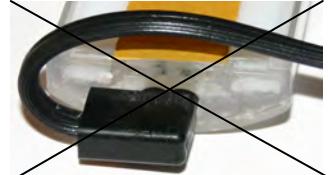
- Plug is to connect to LED light at raceway side of case.
- Before attaching LED light to case, verify that plug connects to LED properly (without cord doubling back).
- See photos of proper vs. improper connections below.

3. Proper Plug Insertion Into LED Light

- Plug must be inserted into LED light properly or the LED will not light up.
- Oval form of plug is to connect to the oval form of LED light.
- See illustrations below.



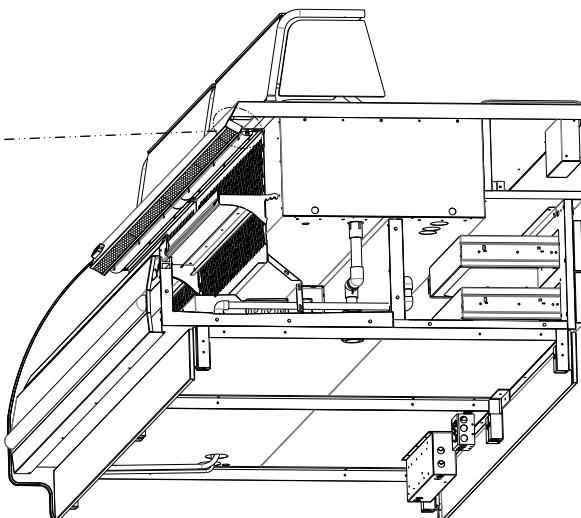
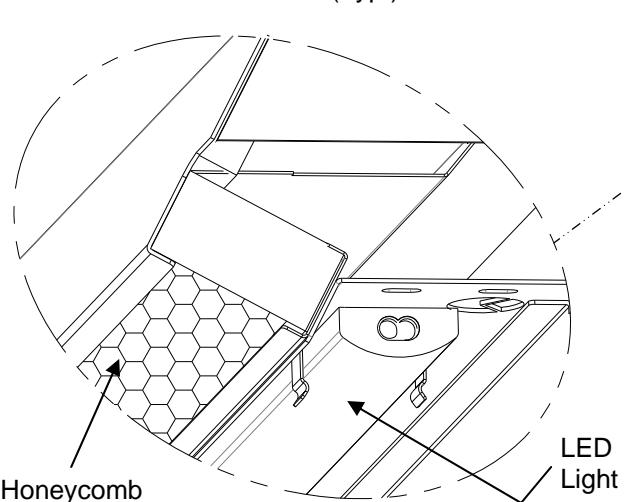
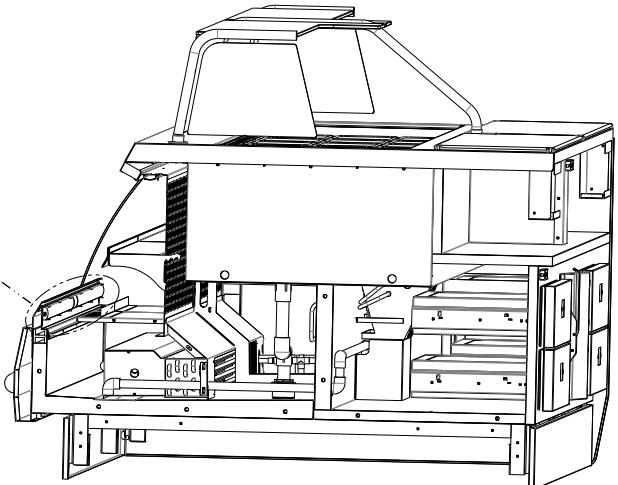
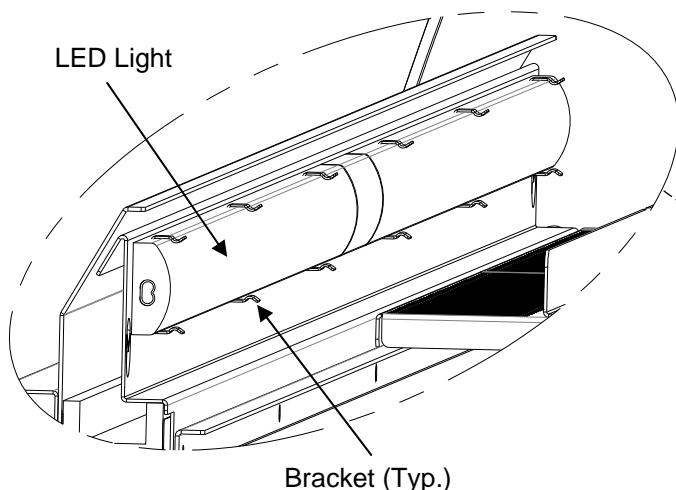
Proper Connection



Improper Connection



Plug's Oval Form



FLUORESCENT LIGHT REMOVAL/REPLACEMENT (MODEL GP841R.5184 / FLUORESCENTS ONLY)

Light Fixture

Removal of lamp:

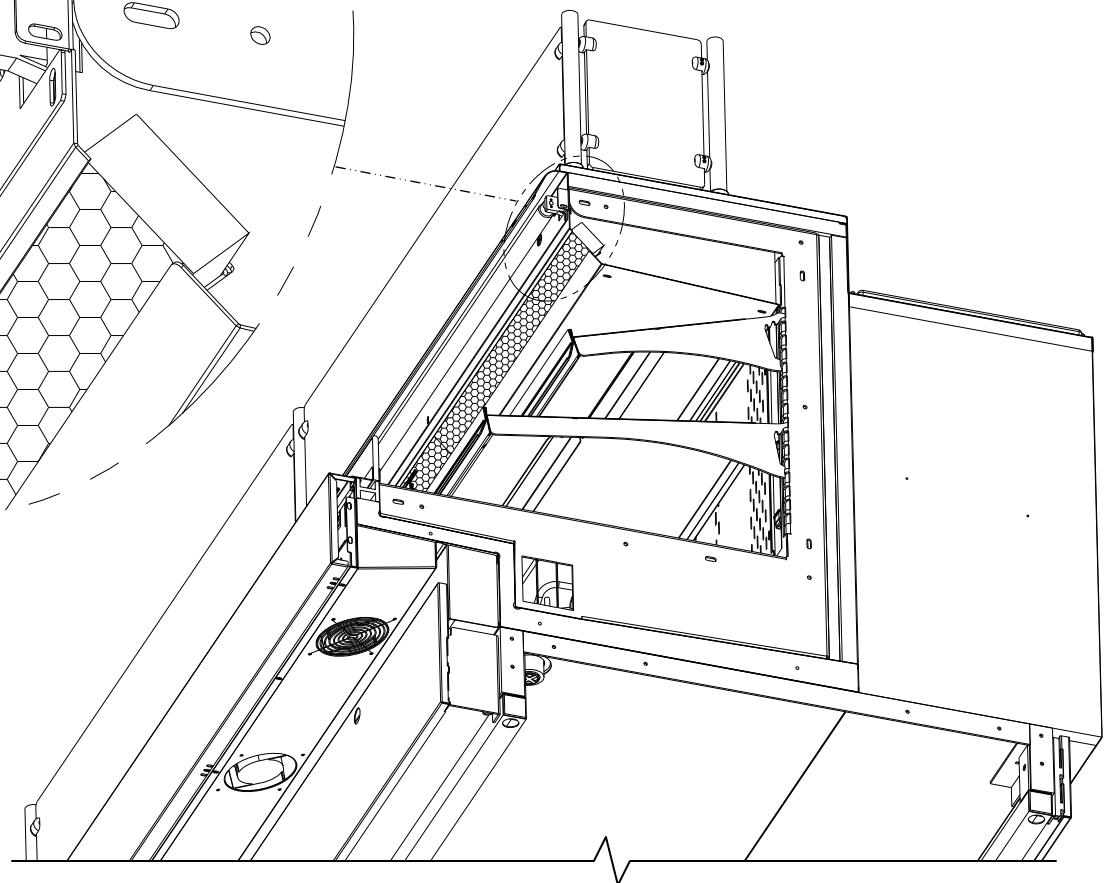
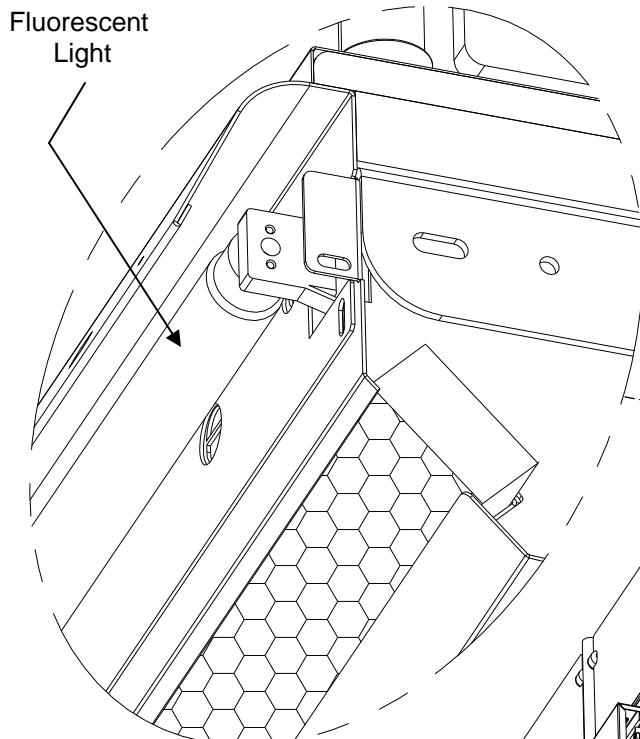
- Rotate lamp (1/4-turn) either direction to disengage (upper or lower) pins/contacts from lamp mounting sockets.
- Remove bulb by applying even pressure from the back side at the bulb ends and pulling the remaining contact from the sockets.
- See illustration at below-left.

Installation of lamp:

- Align pins with slot.
- Insert pins into socket by rotating the bulb 1/4-turn to secure either the (upper or lower) pinned contacts into the sockets.
- Rotate the remaining bulb contacts (1/4 turn) into the remaining lamp mounting socket contacts.
- See illustration below.



Standard
Fluorescent
Light Fixtures



DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION (MODEL GP837R ONLY)

1. Coil Fan Discharge

When Main Power Switch is turned on, refrigeration section will energize (see **CASE START-UP** section in this manual).

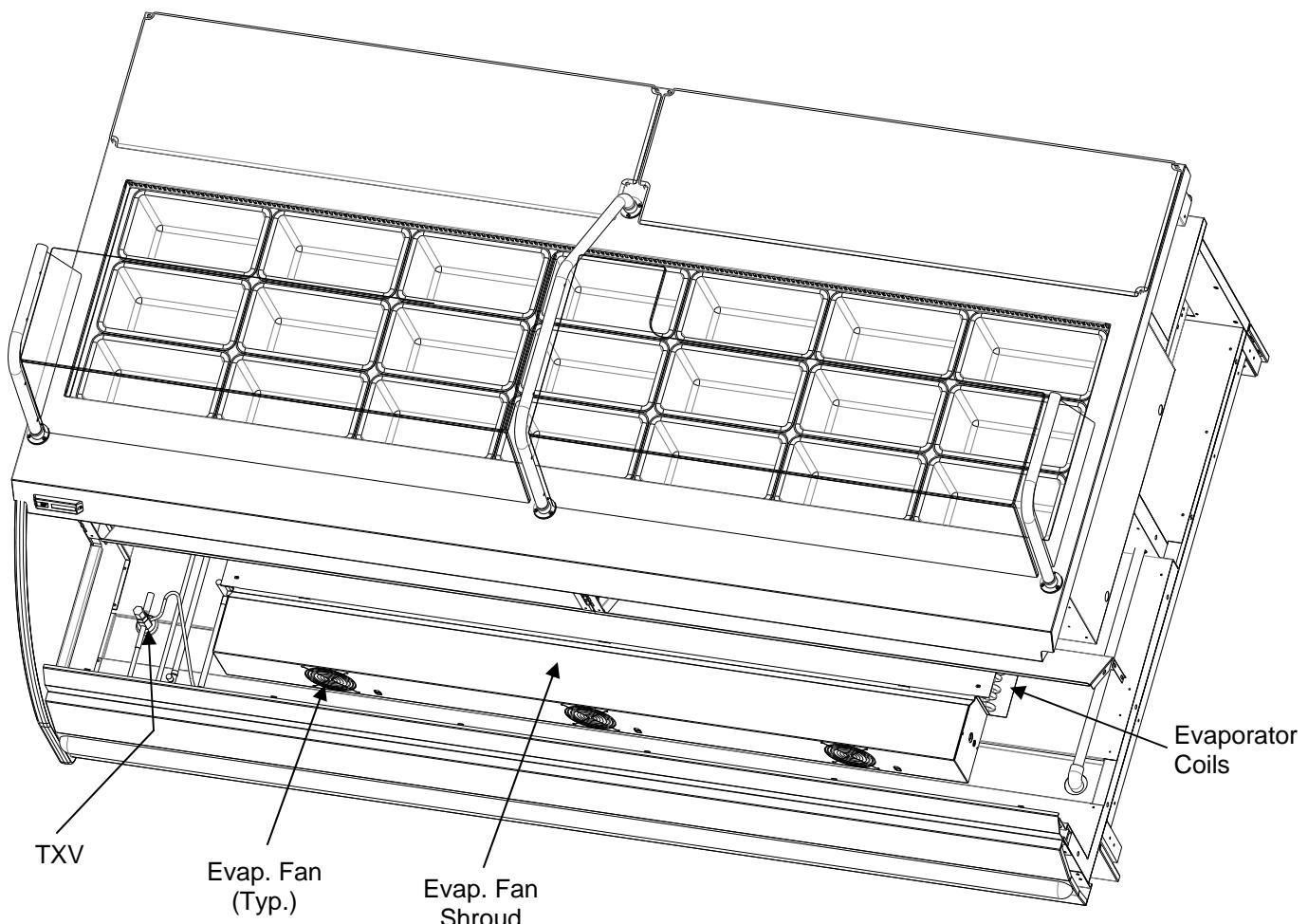
- Evaporator coil fans should turn on. From inside of the case, check for discharge air from fans to confirm that they are functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV

- TXV is under TXV Access Panel (at Customer Front-Left of Case).
- Decking must be removed for access.
- See illustration below for location.
- Note: Partially disassembled view below shown for illustrative purposes only.

3. Model GP837R Layout is Shown Below

- See next page for decking, evaporator coil fan discharge and TXV location on model GP841R.5184.



View of Case With Decking, Rear Plenum and End Panel
Shown Removed for Illustrative Purposes Only

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION (MODEL GP841R.5184 ONLY)

1. Coil Fan Discharge

When Main Power Switch is turned on, refrigeration section will energize (see **CASE START-UP** section in this manual).

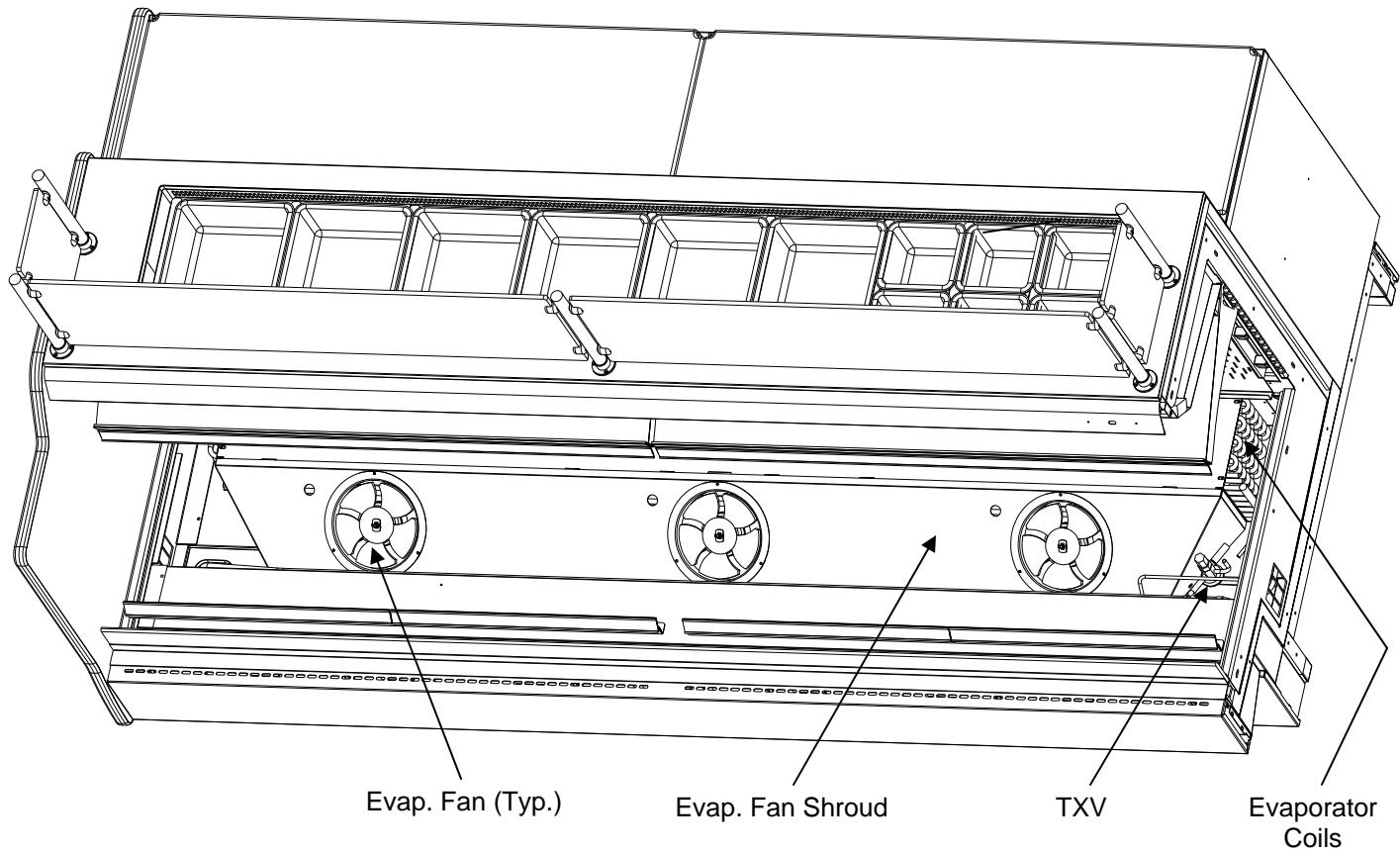
- Evaporator coil fans should turn on. From inside of the case, check for discharge air from fans to confirm that they are functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV (Thermostatic Expansion Valve)

- TXV is under access panel (at customer front-right of case).
- Decking must be removed for access.
- See illustration below for location.
- Note: Partially disassembled view shown for illustrative purposes only.

3. Model GP741.5184 Layout is Shown Below

- See previous page for decking, evaporator coil fan discharge and TXV valve location on model GP837R.



View of Case With Decking and End Panel
Removed for Illustrative Purposes Only

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION - SNEEZE GUARD AREA

1. Coil Fan Discharge

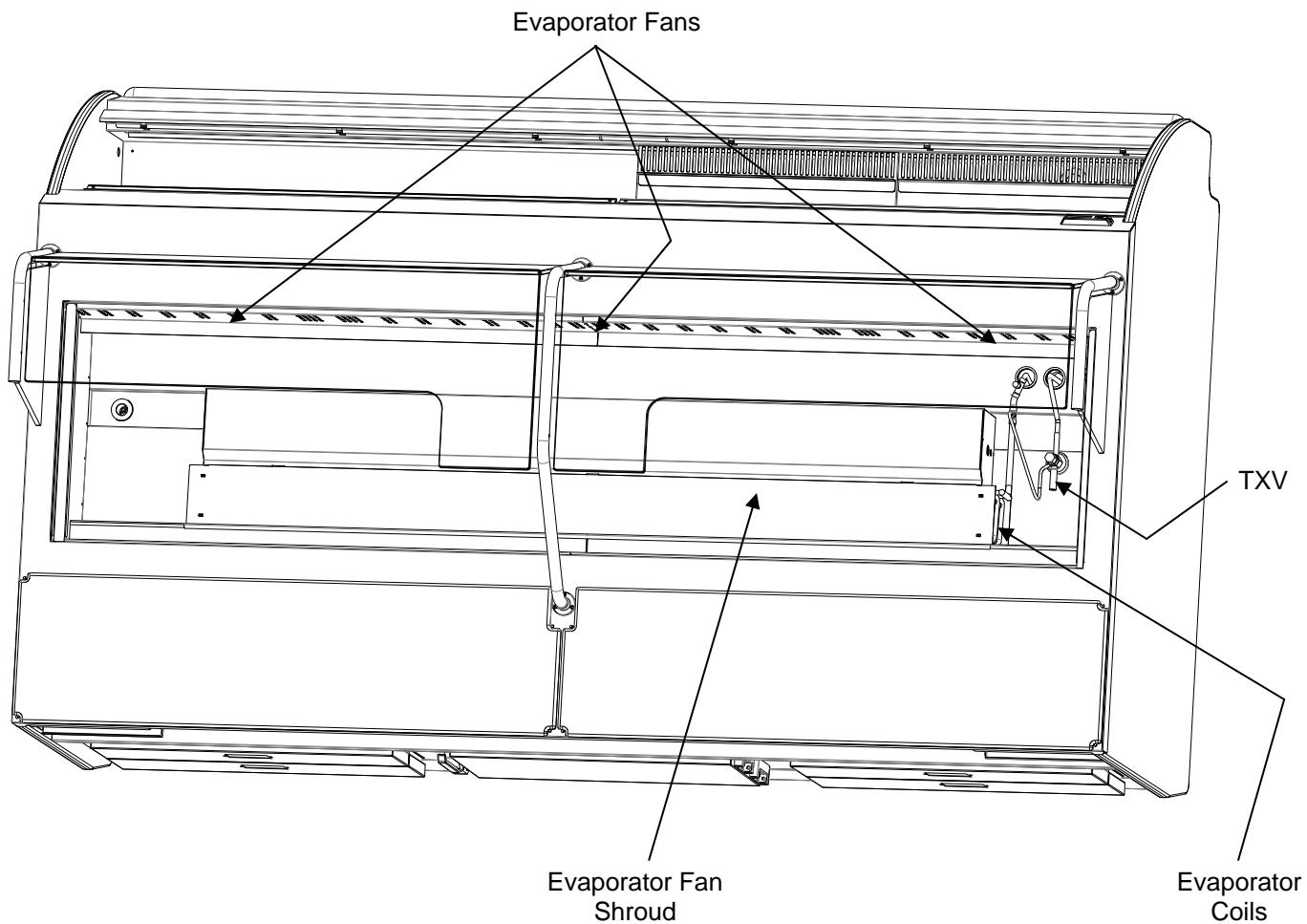
When Main Power Switch is turned on, refrigeration section will energize (see case start-up section).

- Coil fan should turn on. From inside of the case, check for discharge air from front fans, to confirm that the fan is functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV (Thermostatic Expansion Valve)

- TXV is under TXV access panel (at customer front-left of case).
- Decking must be removed for access.
- See illustration below for location.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



**View of Case With Decking, Rear Plenum and End Panel
Removed for Illustrative Purposes Only**

1. Coil Fan Discharge

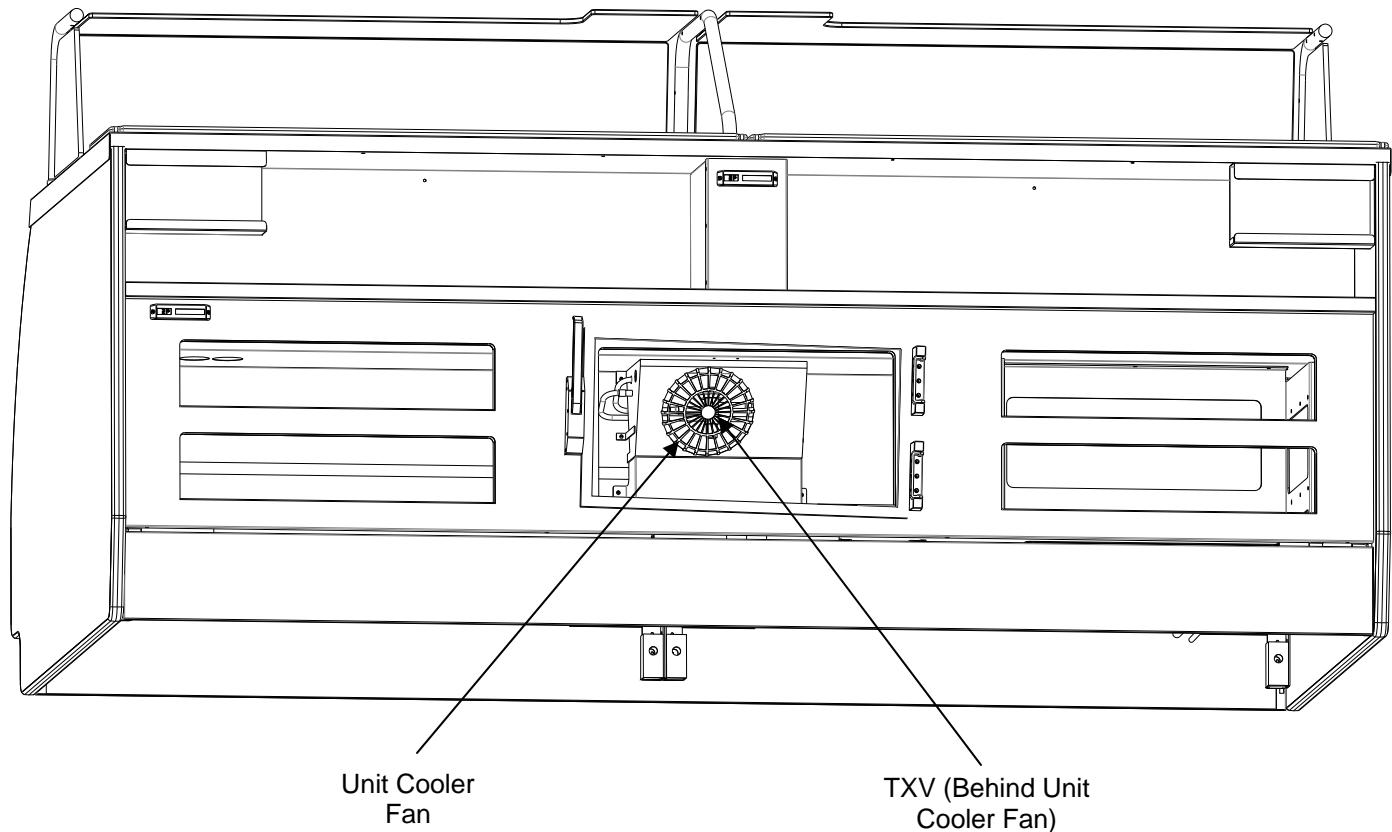
When main power switch is turned on, rear refrigeration section (accessible through door and drawers) will energize (see case start-up section).

- Unit cooler fan should turn on. Check for discharge air to confirm that the fan is functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV (Thermostatic Expansion Valve)

- TXV is behind unit cooler fan (see illustration below).
- See illustration below for location.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



**View of Case With Rear Door and Drawers
Removed for Illustrative Purposes Only**

THERMOMETER PROBE / DEFROST PROBE LOCATIONS - FRONT SECTION (MODEL GP837R)

1. Thermometer Probe Location - Front Section

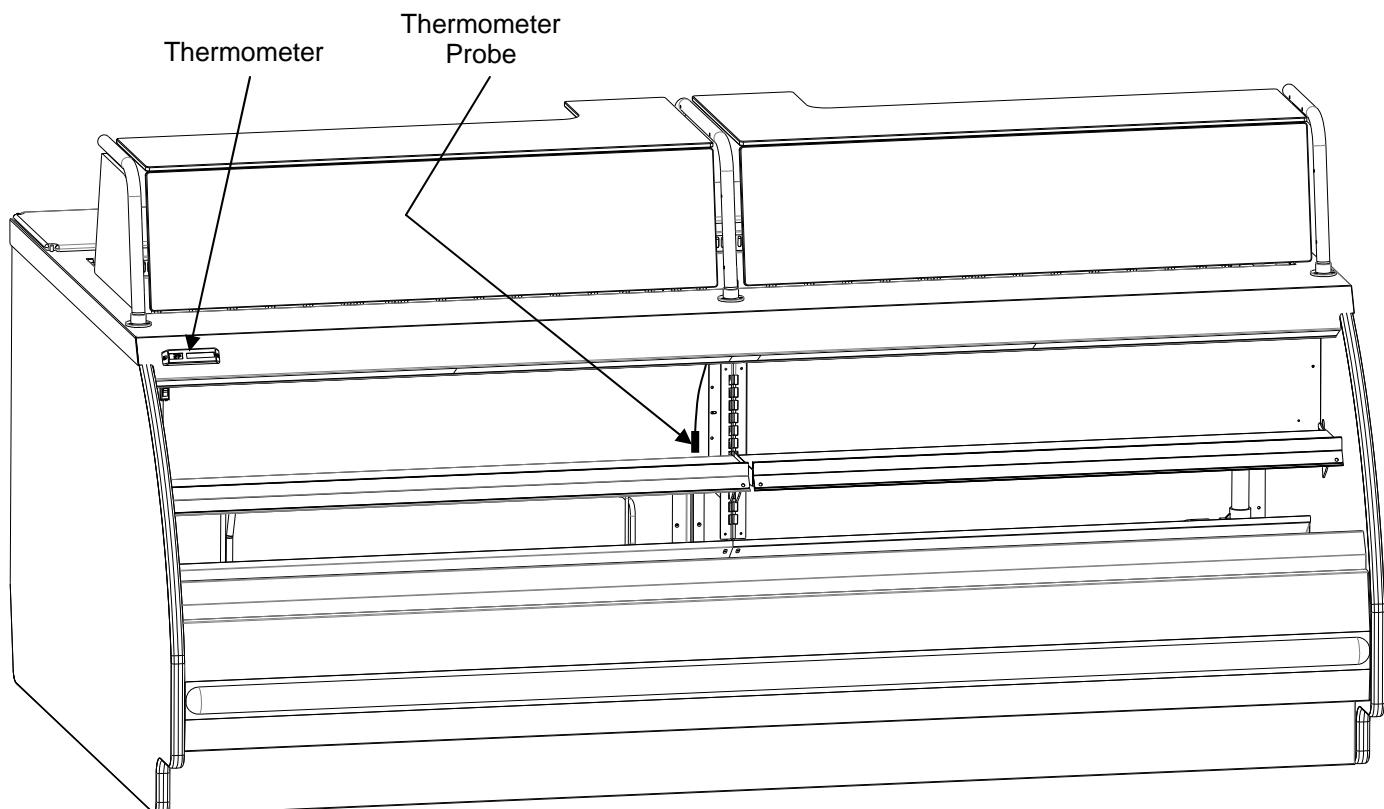
View below reflects rear plenum removed (for illustrative purposes only).

- Thermometer probe is positioned vertically and horizontally (behind coil). See illustration below.
- Thermometer probe is to be attached by spacer and screw assembly.
- This spacer will allow probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



THERMOMETER PROBE / DEFROST PROBE LOCATIONS - REAR SECTION (MODEL GP837R)

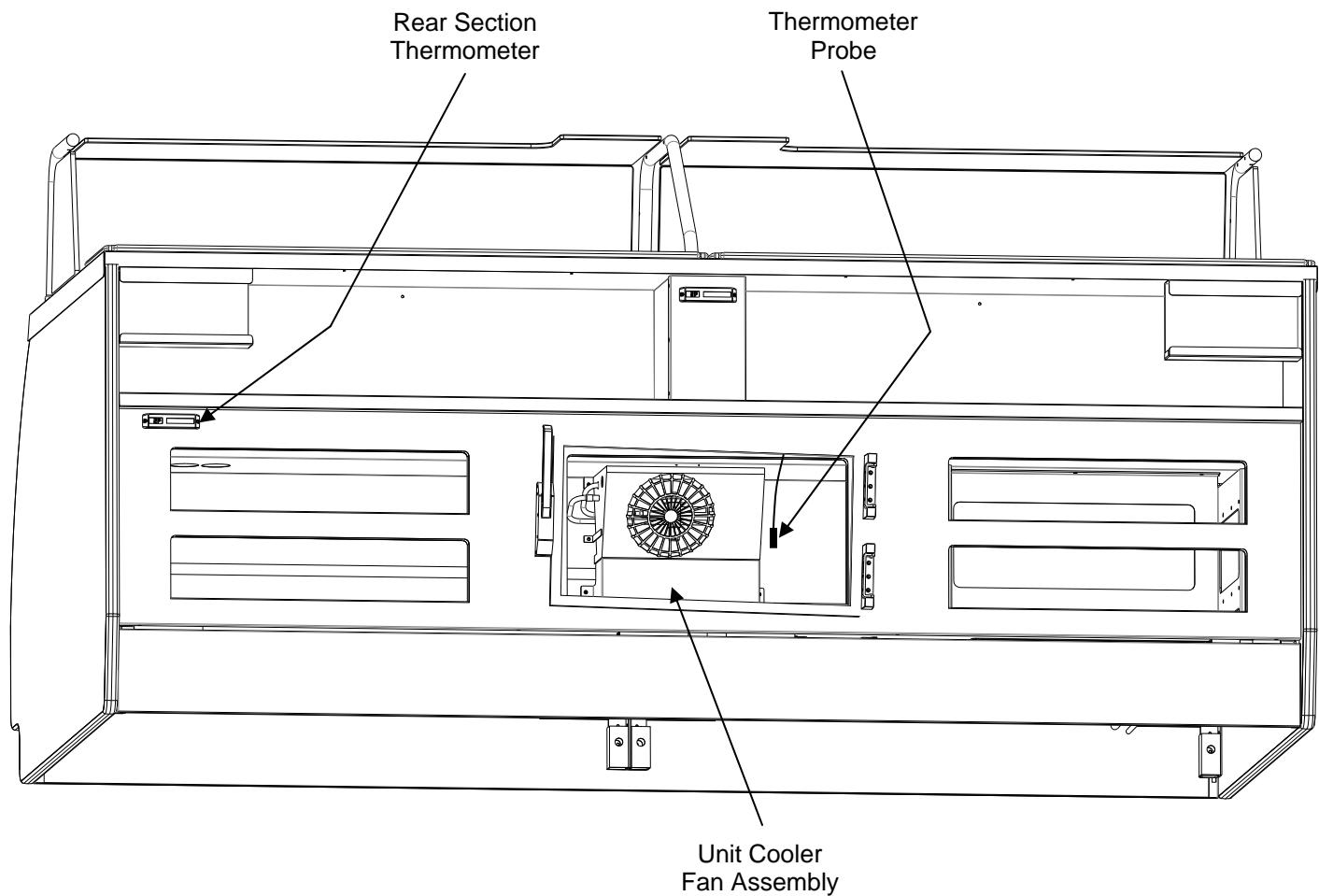
1. Thermometer Probe Location - Front Section

View below reflects rear door and drawers removed (for illustrative purposes only).

- Thermometer probe is vertically positioned vertically and horizontally (approximate location: just to the right of the *Unit Cooler Fan Assembly*).
- Thermometer probe is to be attached by spacer and screw assembly.
- This spacer will allow probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



THERMOMETER PROBE / DEFROST PROBE LOCATIONS - TOP SECTION (MODEL GP837R)

1. Thermometer Probe Location - Front Section

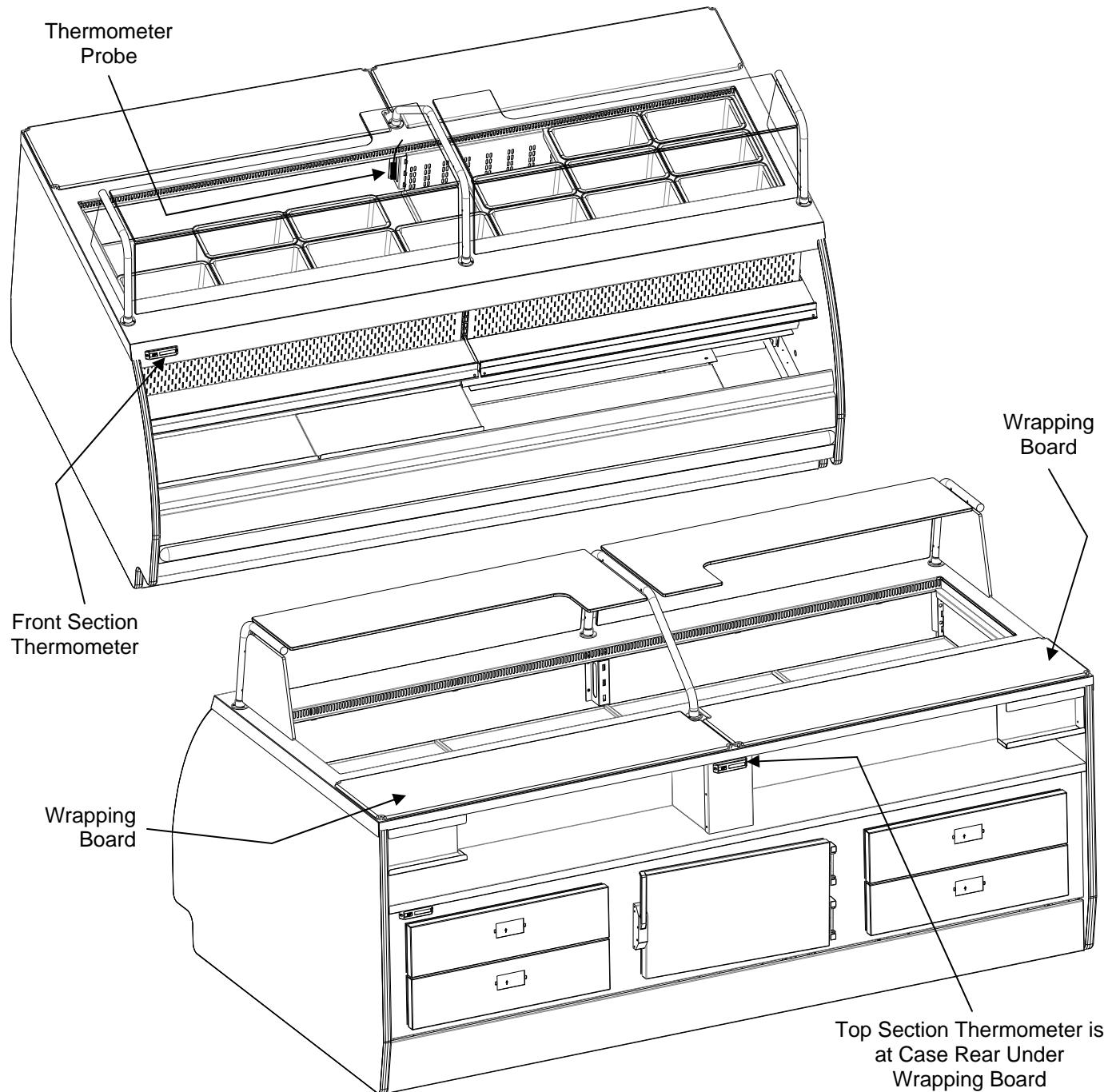
View below reflects rear plenum, pans dividers removed (for illustrative purposes only).

- Thermometer Probe is vertically positioned vertically and horizontally. See approximate location in illustration below.
- Thermometer Probe is to be attached by spacer and screw assembly.

- Spacer allows probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



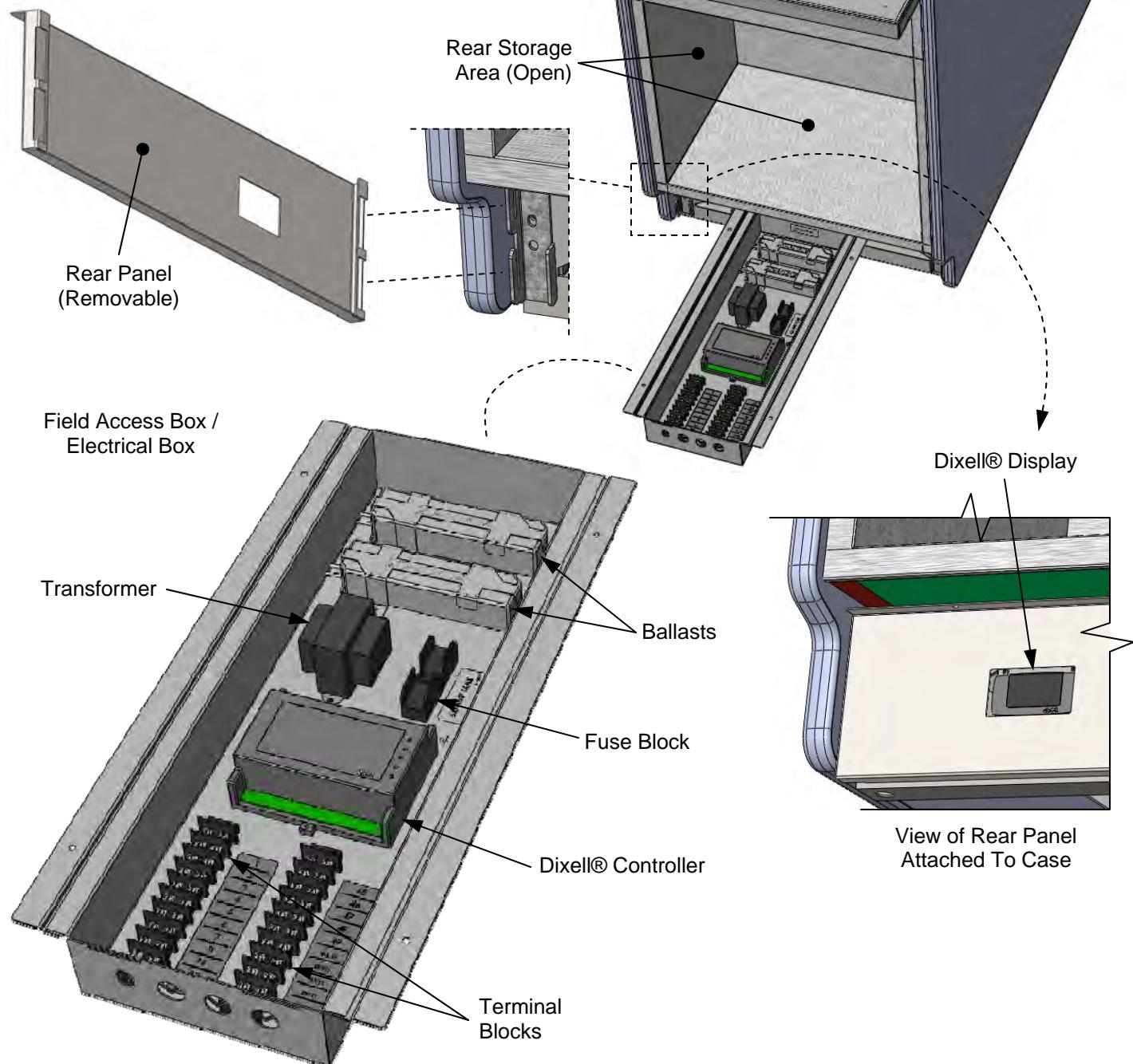
Top Section Thermometer is
at Case Rear Under
Wrapping Board

MODEL GP236DRLB (DRY TOP UNIT) - REAR PANEL / FIELD ACCESS BOX / TEMP. CONTROLLER

Model GP236DRLB Rear Panel / Field Access / Temperature Controller (Customer Provided)

Illustration below shows general layout.

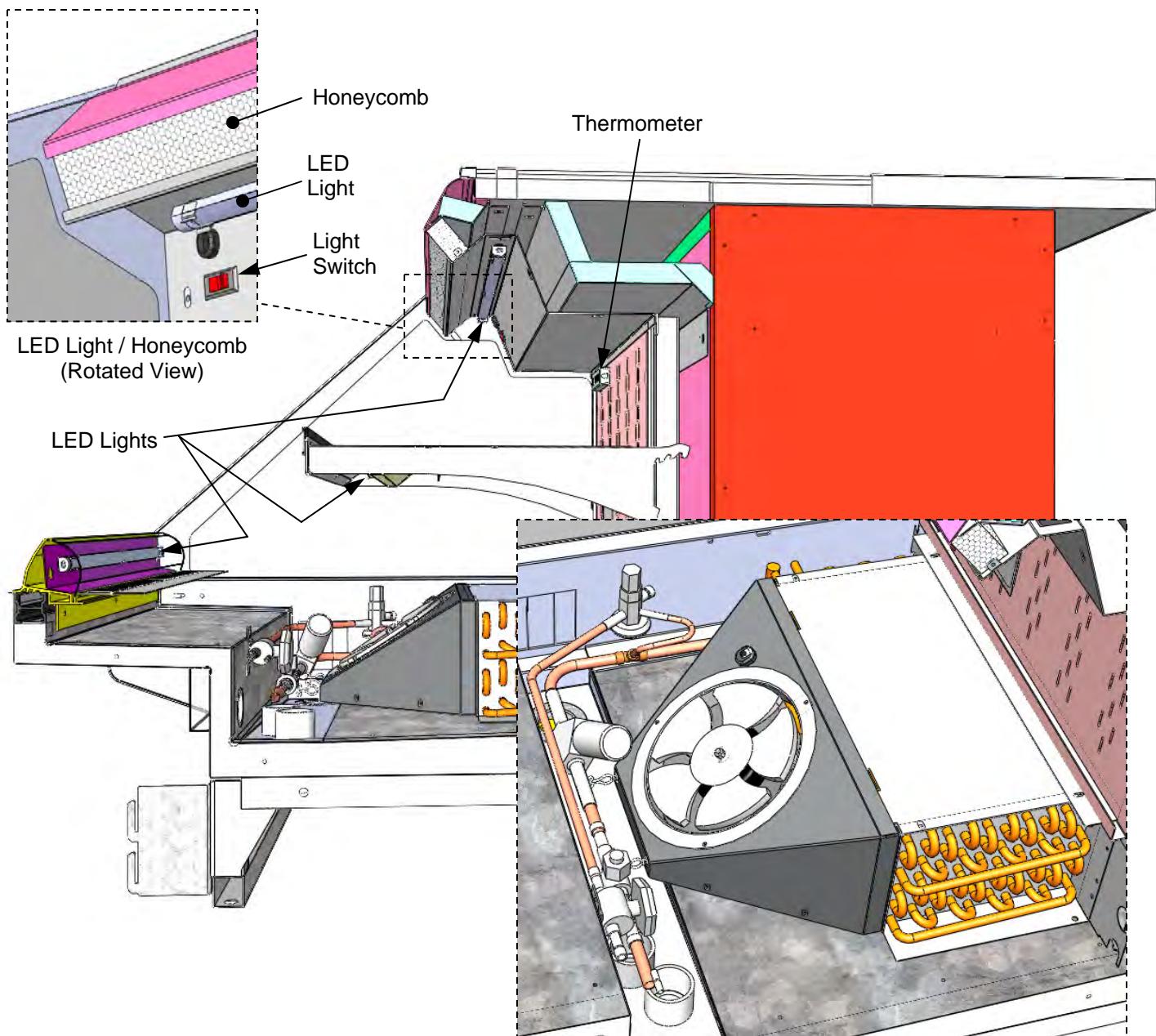
- Rear storage area is open with no shelving.
- Rear panel may be removed without screws (slot to hook configuration).
- Field access box components are viewable by removal of cover (for illustrative purposes only).
- Dixell® controller is customer maintained. See your store manager for operational specifics.



Model GP236DRLB LED Lights / Thermometer / Honeycomb / Evaporator Coil

Illustration below is shown with end panel and deck pan removed for illustrative purposes only.

- LED lights are at nose, shelf and upper section (behind honeycomb).
- Light switch is at upper left below thermometer.
- Thermometer reflects warmest air temperature in merchandiser. They do not reflect actual food temperature. Use probe thermometers to determine actual product temperatures.
- See **MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS** section in this operating manual for honeycomb cleaning specifics.
- Evaporator coil layout is shown rotated for layout purposes.



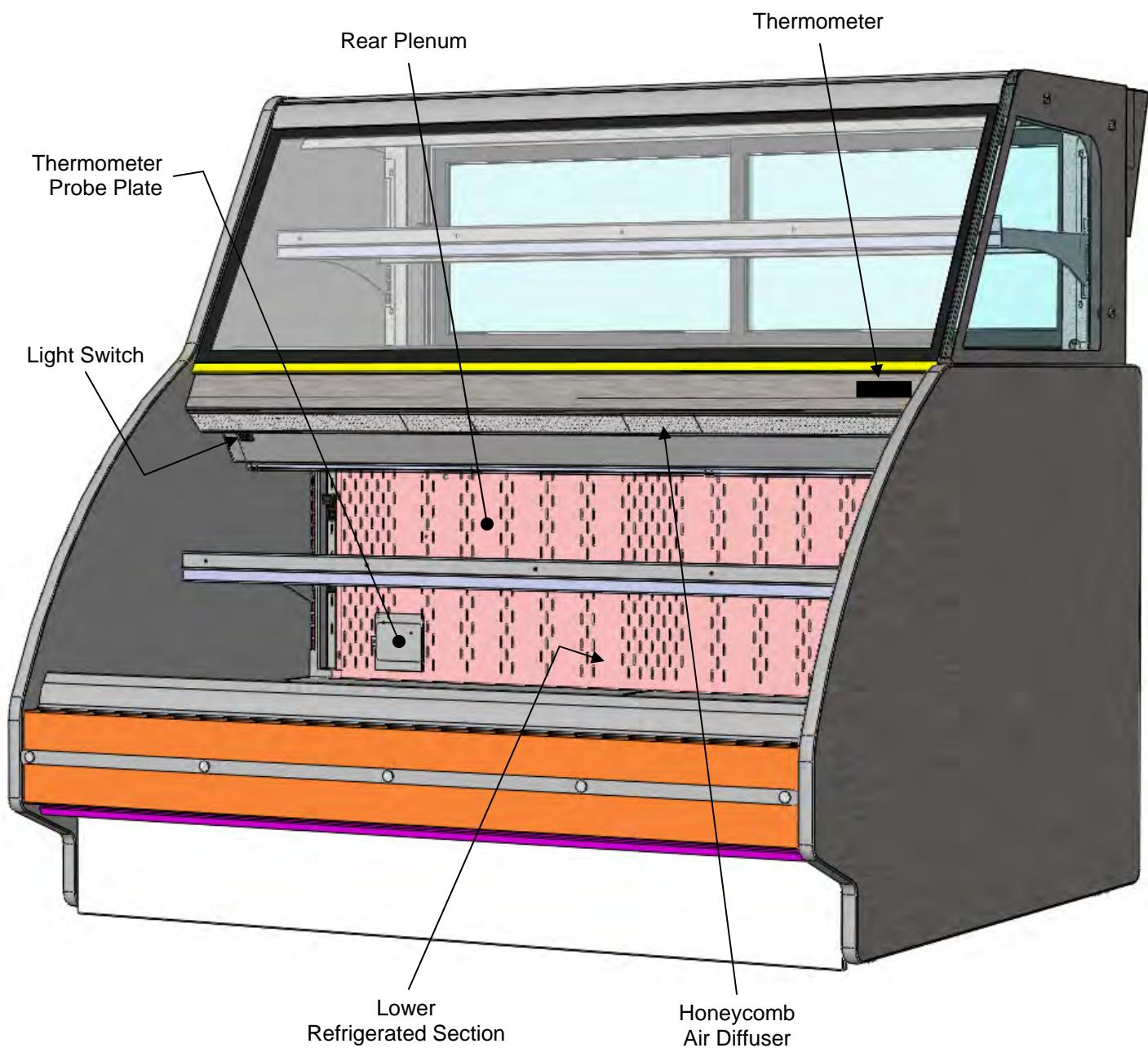
1. Thermometer Probe Location - Front Section

View below shows location of probe plate.

- Probe is positioned behind protective plate.
- See approximate location in illustration below.
- Thermometer probe is attached by spacer and screw assembly.
- Spacer allows probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer

- Thermometer is located at front-right (as shown in illustration below)
- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



MODEL GP540RRLB.5571B (SIMILAR TO GP440RRLB.5571) - OVERVIEW OF CASE REAR

1. Scale Stand and Outlet

- Scale stand and outlet provides support and electrical means for scale.
- Caution! Use only approved plug for outlet.

2. Rear Sliding Doors

- Rear sliding doors are removable for cleaning and/or serving.

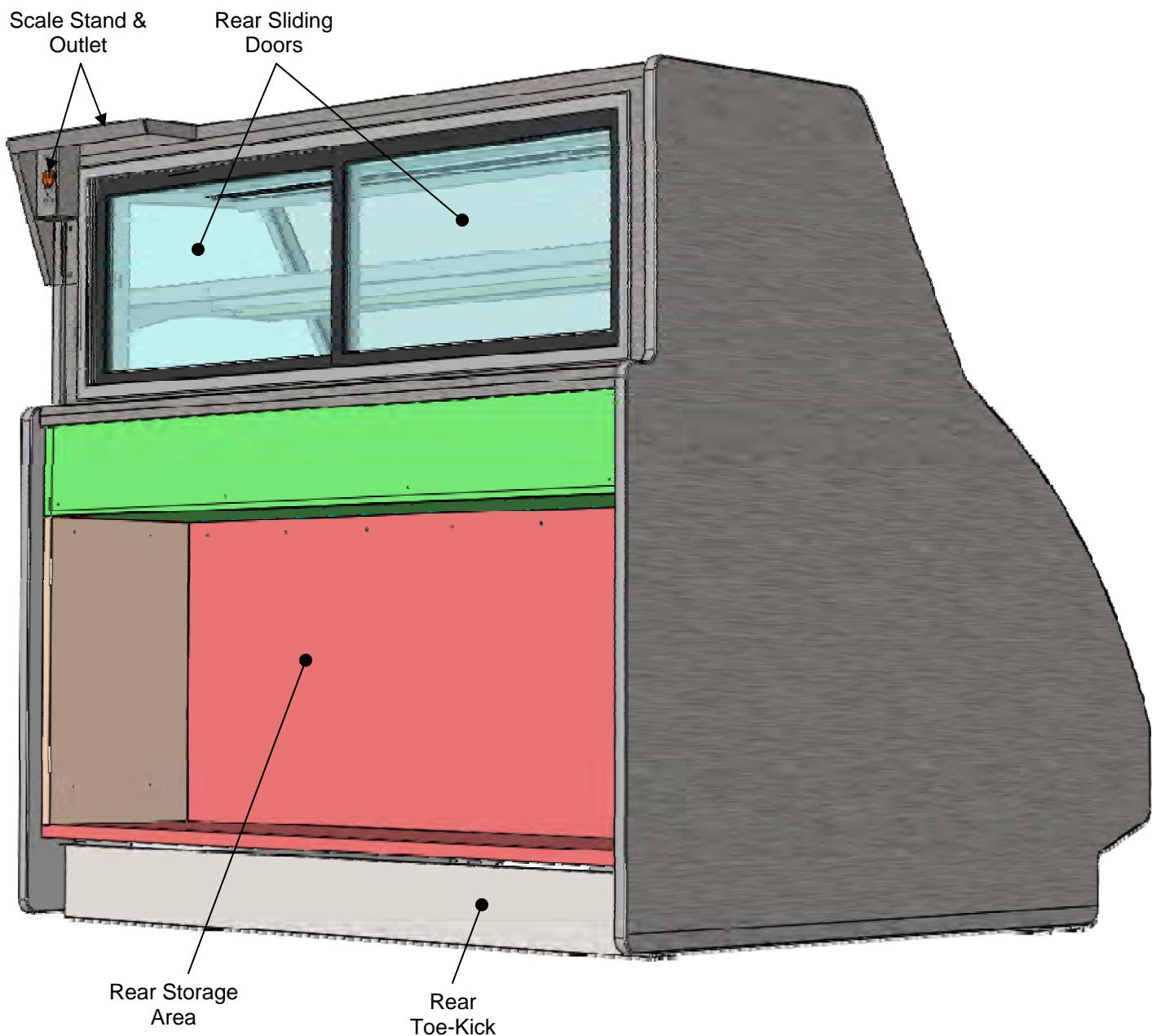
- Use care when removing from case to prevent glass breakage.

3. Rear Storage Area

- Rear storage area may be used for storing store supplies.
- See cleaning section in manual.

4. Rear Toe-Kick

- Rear toe-kick may be removed by lifting up and off.
- No screw removal is required.



1. Adjustable Shelving

- Upper shelving can be tipped downward either 5° or 10° for display purposes.
- Lower shelving may either be tipped downward OR raised or lowered (by simply removing and placing in notches above or below).

2. Air Discharge/Crumb Tray

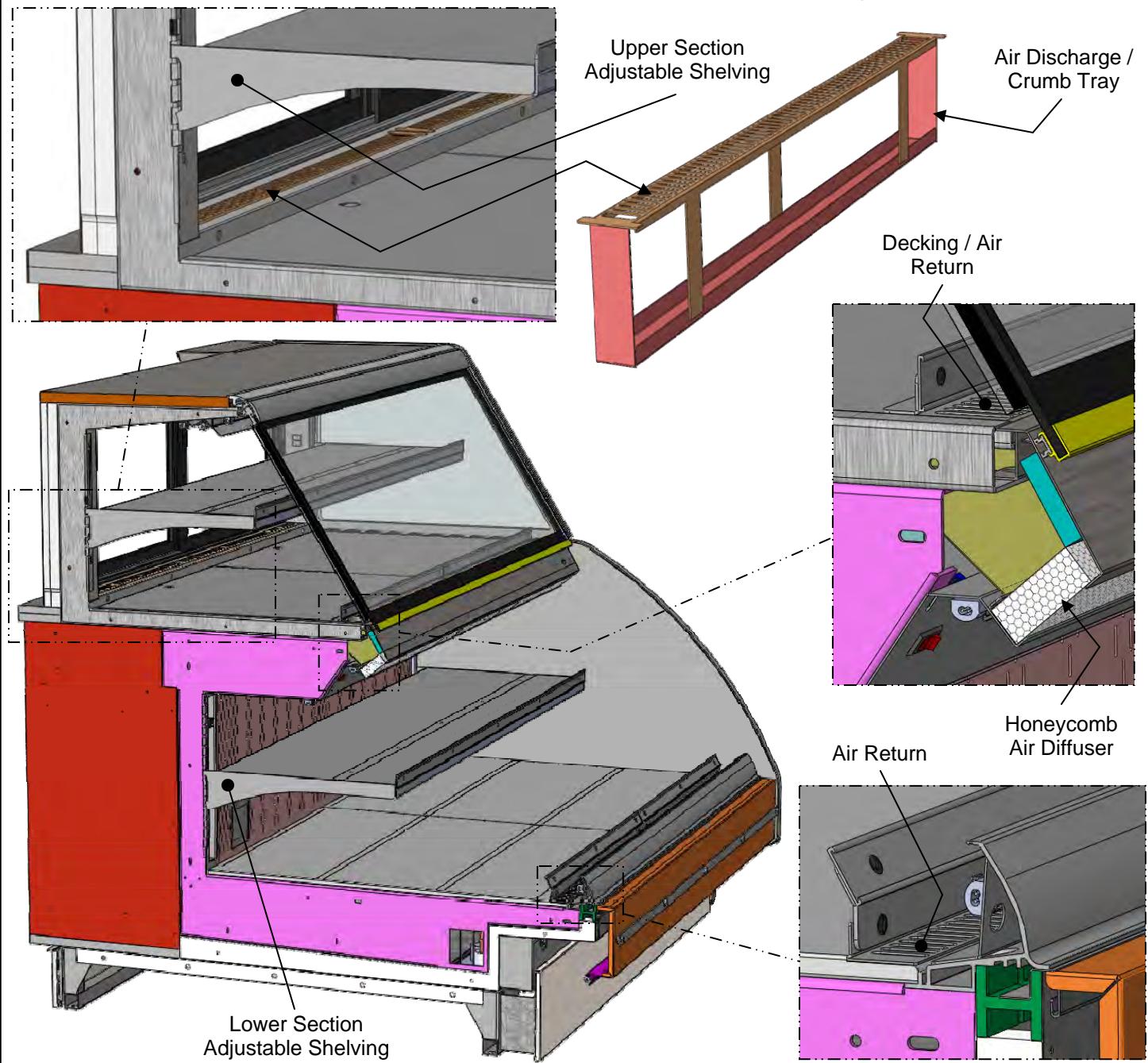
- Air discharge crumb tray can be lifted up and out to empty crumbs and residue.

3. Decking/Air Return

- Decking/Air return must remain free from product.
- Do not place product on this area as it will prevent proper airflow and prevent proper cooling of case.

4. Honeycomb Air Diffuser

- Honeycomb air diffuser can be removed for cleaning and/or replacement.
- See **MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS (SERVICE TECHNICIANS ONLY)** section in this manual.



1. LED Lights

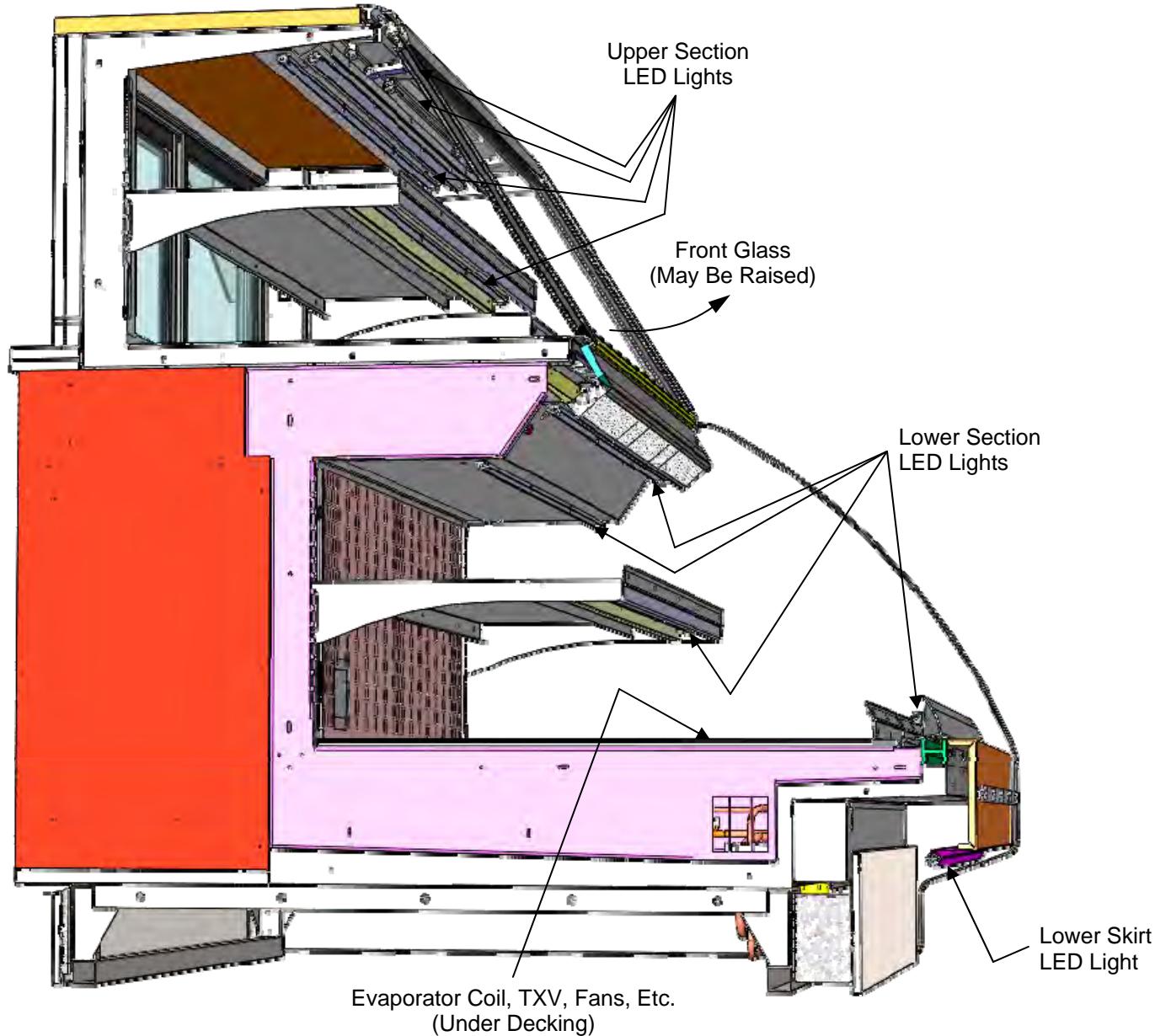
- Model GP540RRLB.5571B has LED lights only (no fluorescent lights).
- Lights may be removed for servicing and/or replacement.
- See ***LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION*** section in manual for specifics on care and maintenance.

2. Front Glass

- Caution! Only authorized service personnel are to access front glass!
- Front glass may be raised for cleaning or servicing.

3. Evaporator Coil, TXV (Thermostatic Expansion Valve), Fans, Etc.

- Caution! Only authorized service personnel are to access area under deck!
- Rotating fans can cause injury!



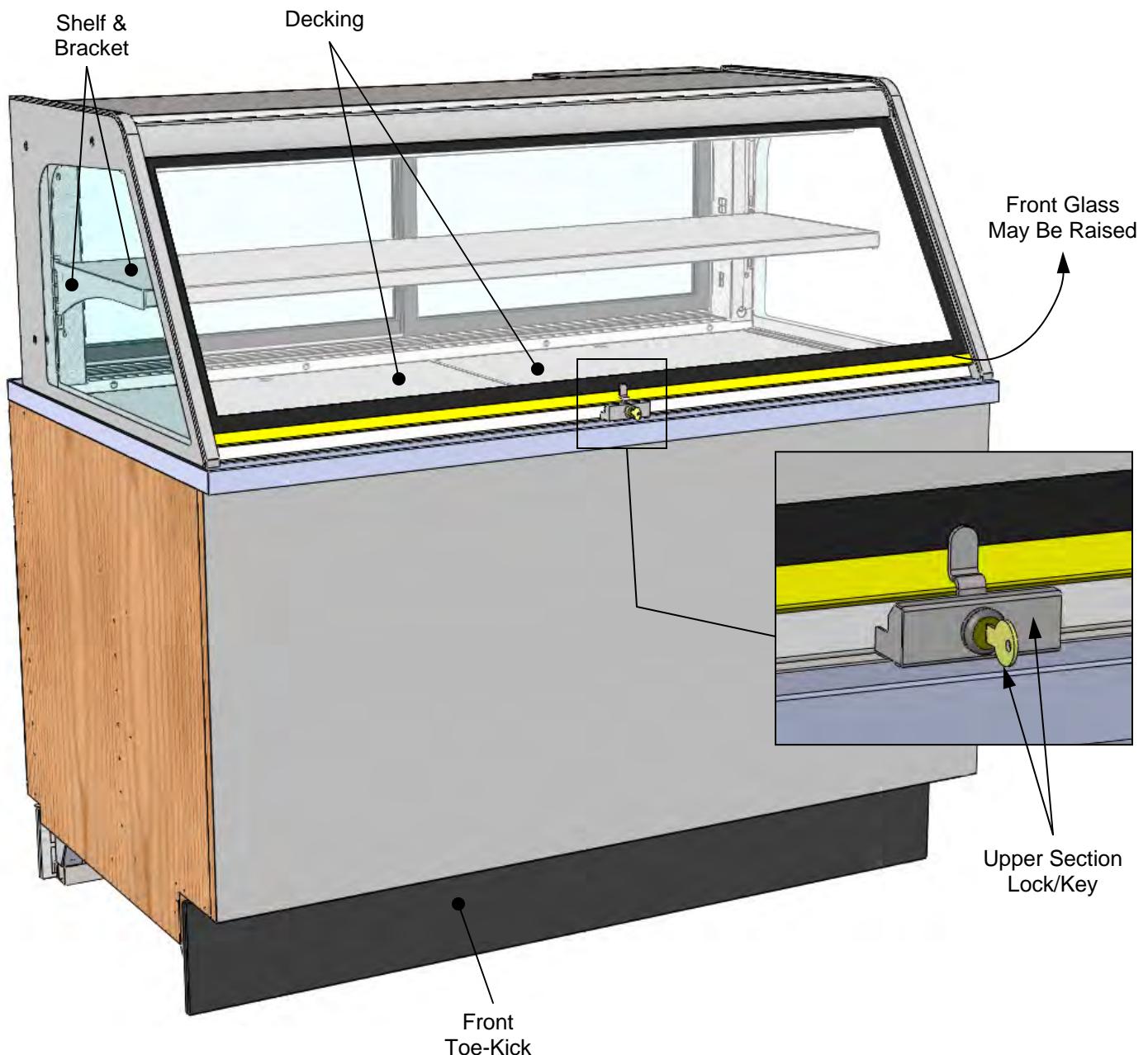
MODEL CDR5745A (SERVICE CASE ONLY) - OVERVIEW OF CASE FRONT

1. Front Glass

- Front glass may be raised for cleaning or service.
- A lock and key prevent front glass from being raised. Store key in safe place.

2. Shelf and Bracket is Adjustable

- As illustrated below, brackets can be adjusted (up or down).



MODEL CDR5745A (SERVICE CASE ONLY) - OVERVIEW OF CASE REAR

1. Scale Stand and Outlet

- Scale stand and outlet provides support and electrical means for scale.
- Caution! Use only approved plug for outlet.

2. Rear Sliding Doors

- Rear sliding doors are removable for cleaning and/or serving.
- Use care when removing from case to prevent glass breakage.

3. Rear Storage Area and Shelves

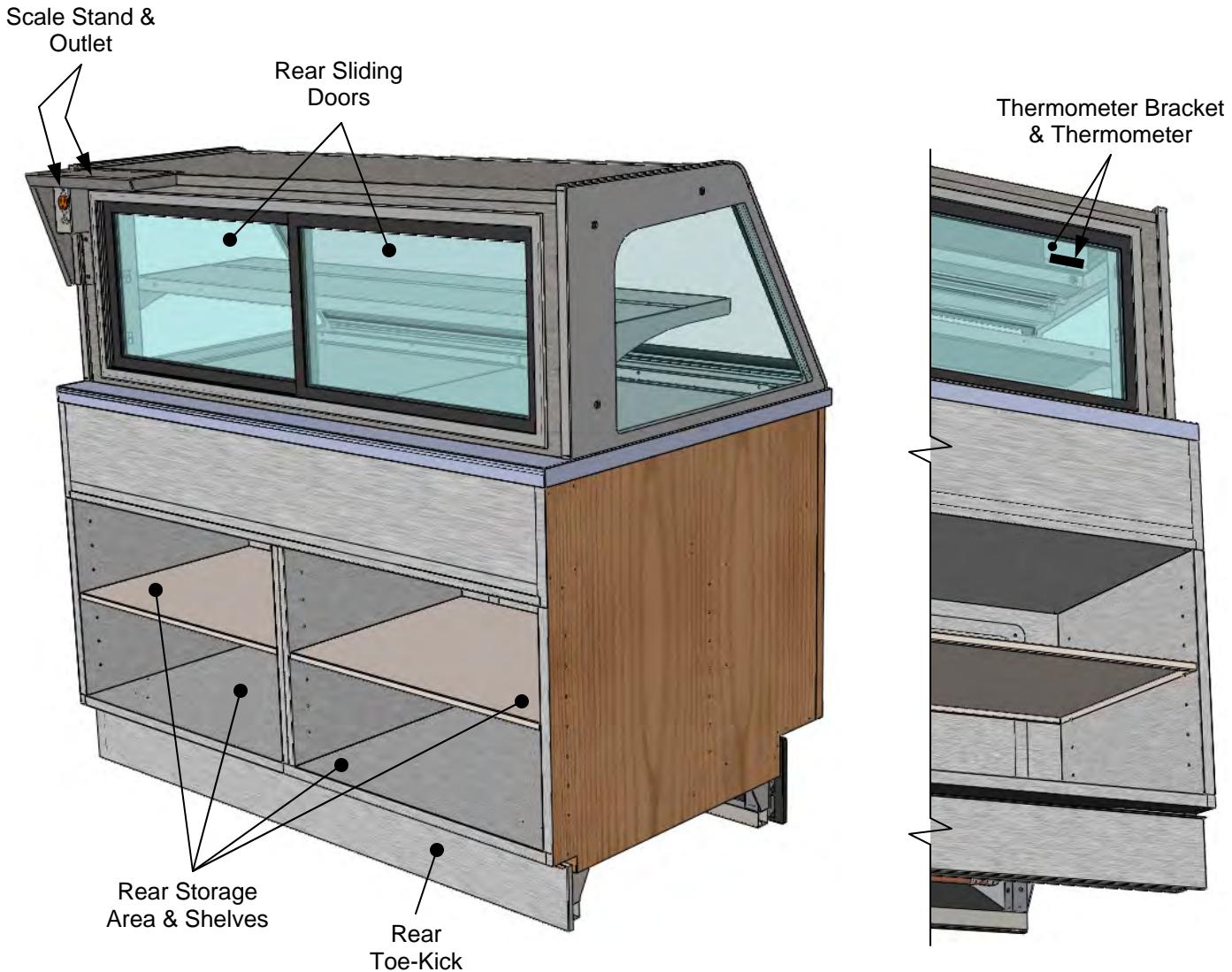
- Rear storage area and shelves may be used for storing store supplies.
- See cleaning section in manual.

4. Rear Toe-Kick

- Rear toe-kick may be removed by lifting up and off.
- No screw removal is required.

5. Thermometer Bracket

- Digital thermometer is attached to a suspended bracket toward rear of case.
- Rear door may be opened (by sliding right-to-left) to view thermometer's temperature.
- See illustration below-right.
- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



1. LED Lights

- Model CDR5745A has LED lights only).
- Lights may be removed for replacement.
- See **LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION** section in manual for specifics on care and maintenance.

2. Front Glass

- Front glass may be raised for cleaning or servicing.

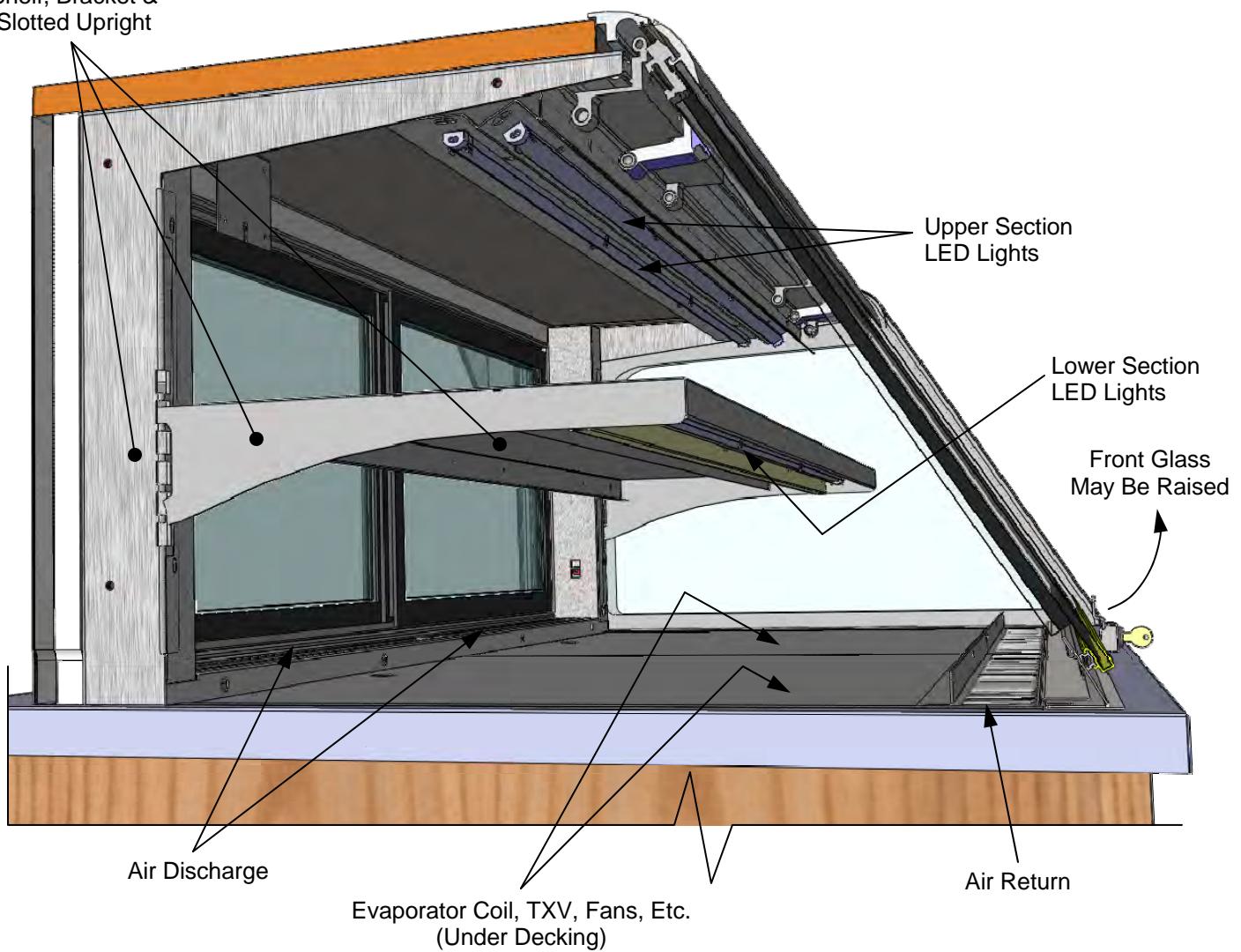
3. Shelf and Bracket is Adjustable

- As illustrated below, shelf can be adjusted (up or down).
- Slots in upright allow brackets to be raised or lowered.

4. Air Discharge / Air Return

- As shown below, air discharge is at case rear.
- Air return is at front of case.

Shelf, Bracket & Slotted Upright

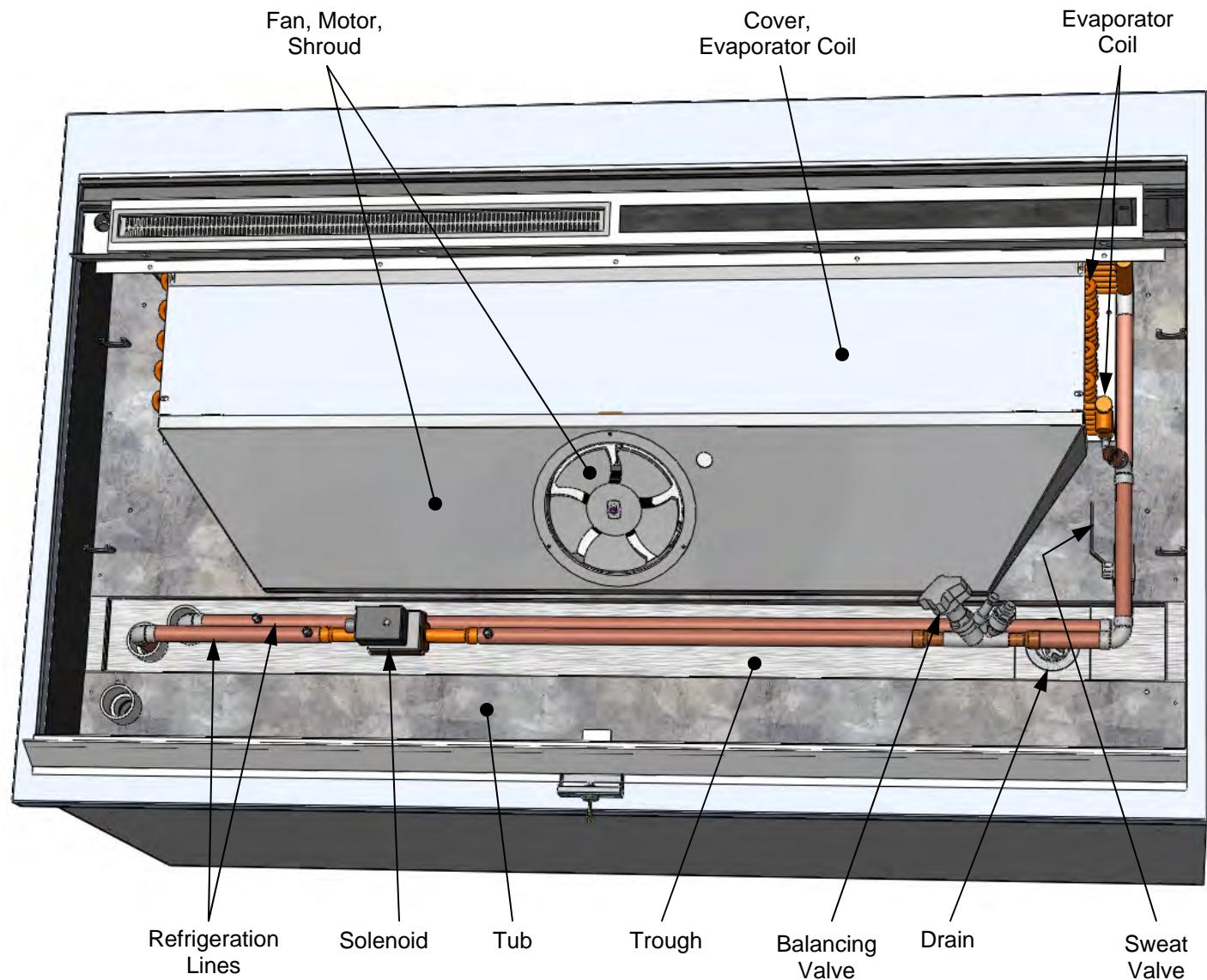


1. Tub Layout

- Illustration below reflects partially disassembled merchandiser.
- Decking has been removed to show various components.
- Fan, motor, trough, drain, valves, etc., are shown below.

2. Cleaning Schedule

- See **CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL** section in this operating manual for cleaning instructions.



--- Front of Model CDR5745A ---

MODEL CDR5745A (SERVICE CASE ONLY) - OVERVIEW OF UNDERSIDE OF UNIT

Model CDR5745A Underside

- Illustration below reflects view of case underside.

- Drain/P-Trap must be properly connected to floor drain at installation.
- J-box must be field-wired.
- Ballast (as shown outlined below) is in main electrical box.



--- Underside of Model CDR5745A ---

MODEL GP440RHLB.5574 ONLY

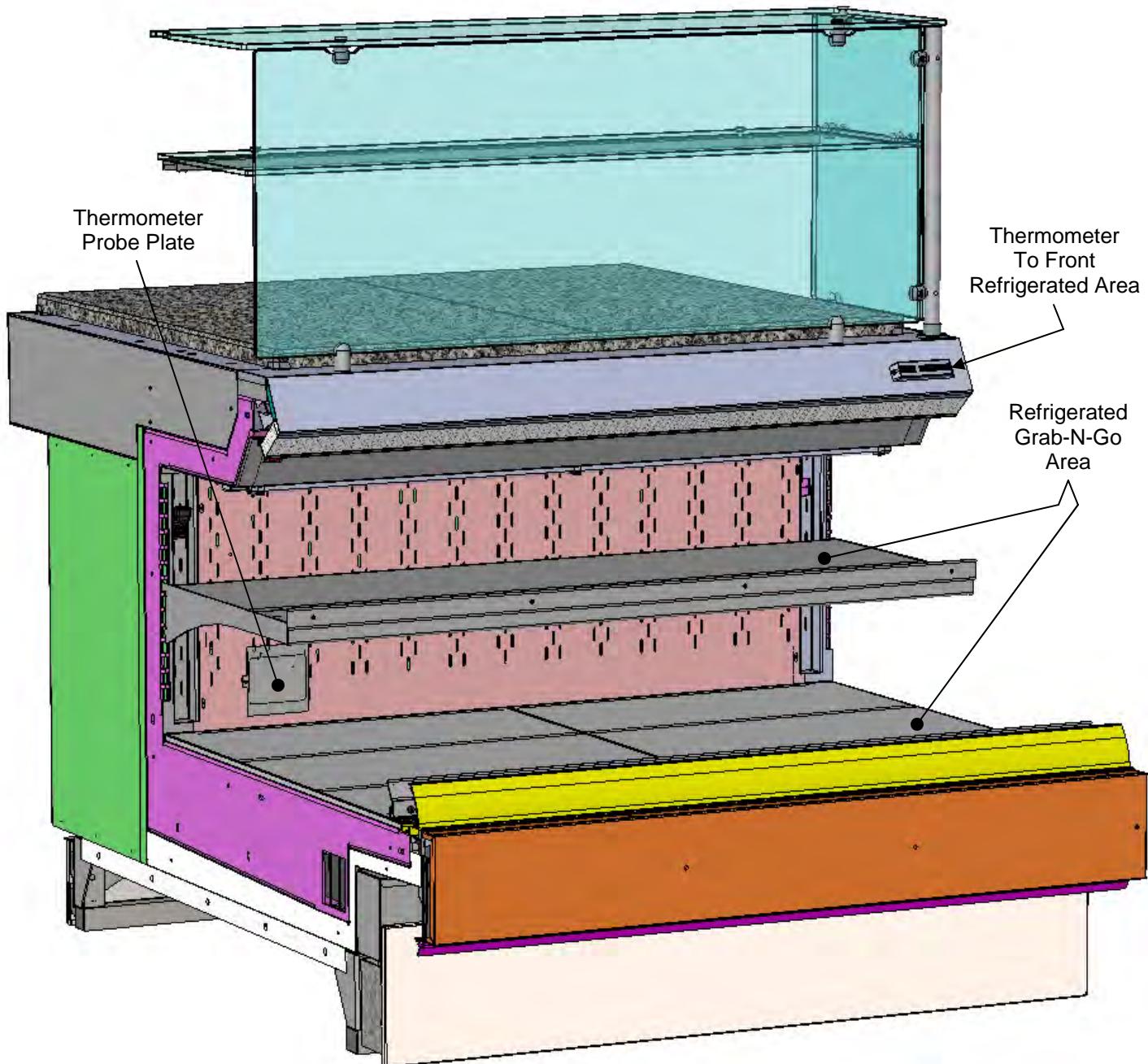
1. Front Area of Case: Refrigerated Grab-N-Go

- View below is partially disassembled for illustrative purposes only.
- Thermometer probe is located behind plate.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.

>> See next page for continuation...

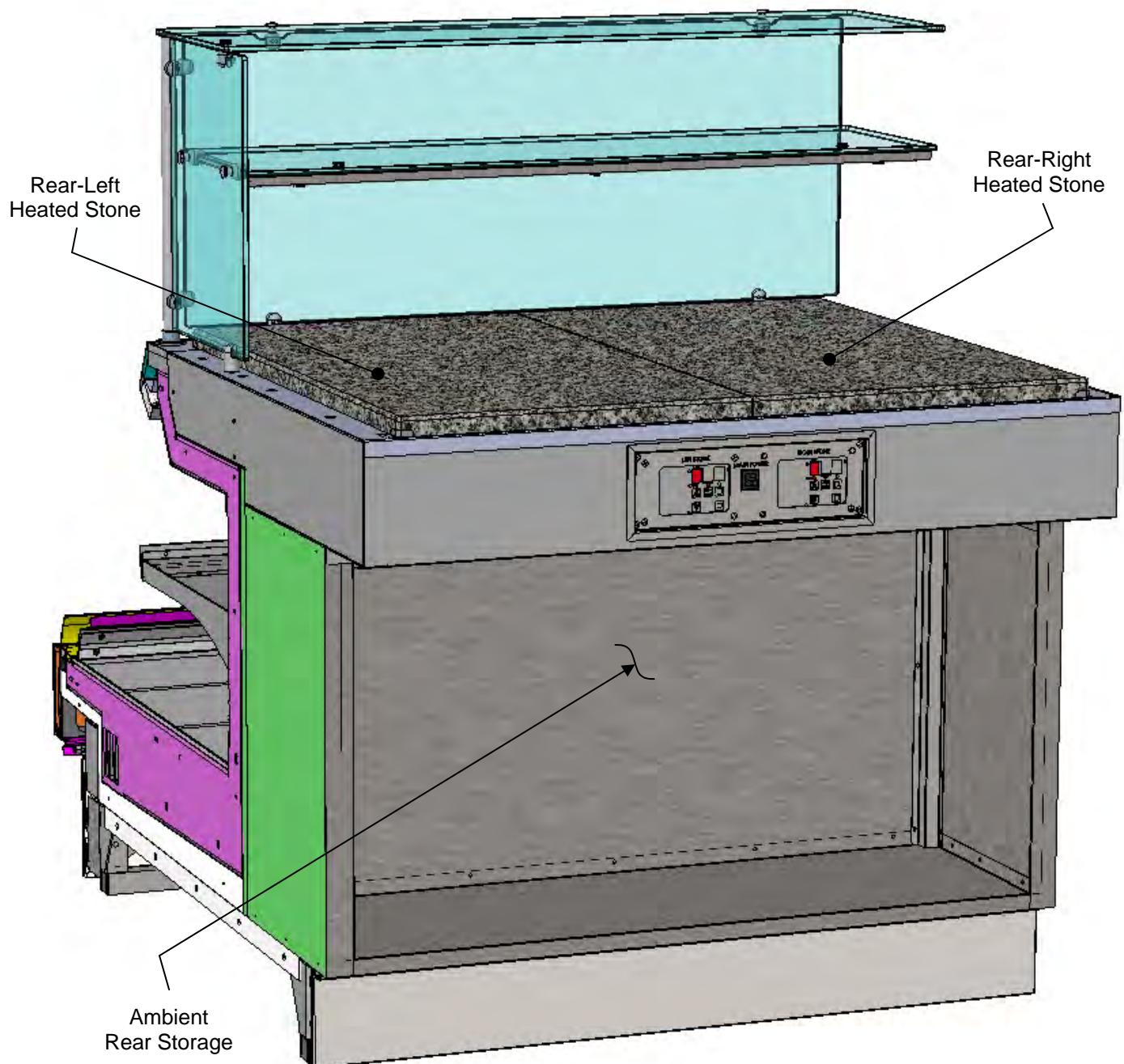


MODEL GP440RHLB.5574 ONLY

3. Rear Area of Case: Heated Service Pizza Display

- View below is partially disassembled for illustrative purposes only.
- Heated areas are separated: Rear-left stone vs. Rear-right stone.
- Ambient rear storage area may be used for various storage purposes.

>> See next page for continuation...



MODEL GP440RHLB.5574 ONLY

4. Main Power Switch / Individual Heated Surface (Stone) Controls

- *Main Power Switch* (at center of thermostats on main control panel) controls power to both heated stones.
- *Note: The "Pre-Heat" settings button (on each thermostat) does NOT operate on this case.*
- Two (2) separate sets of controls operate left and right heated surfaces (as shown in illustration below).

5. SCC Controller Thermostat Settings

- To increase temperature, press the UP key.
- To decrease temperature, press the DOWN KEY.

- **If controllers are set at "0", relays will be de-energized.**

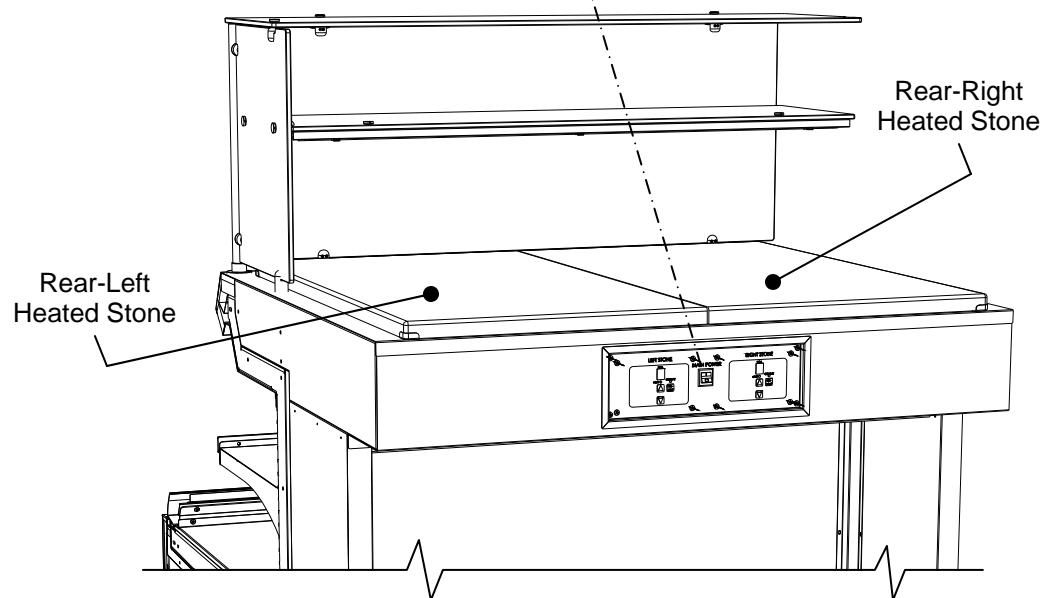
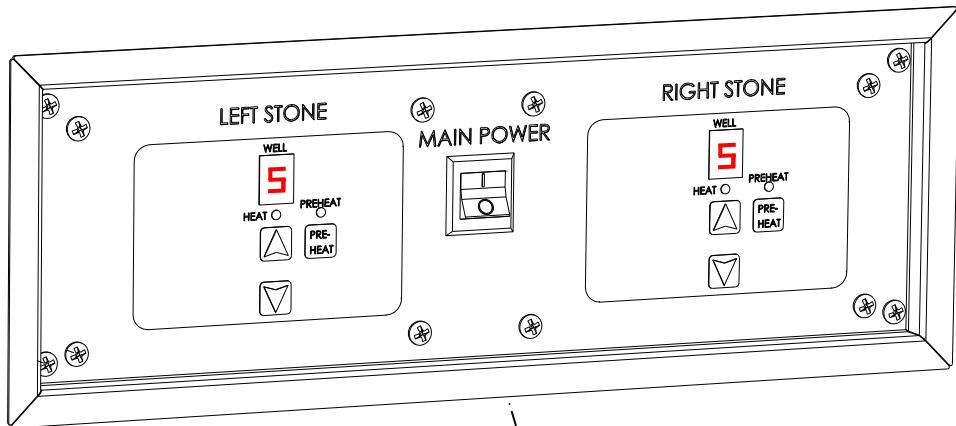
- HEAT LED indicates that the relay is energized and heater is on.
- Setting "1" is minimum heat.
- Setting "5" is medium heat.
- Setting "9" is maximum heat.
- Adjust settings accordingly to reflect your desired food temperatures.
- After unit is adjusted, the control will automatically save the user setting approximately 5 seconds after the user stops adjusting the setting.
- *Note: Should food temperatures significantly vary from acceptable range, contact SCC Technical Service. See **SCC TECHNICAL SERVICE CONTACT INFORMATION** section of this manual for specifics.*

Heated Surface Settings

Setting "1" = Minimum Heat

Setting "5" = Medium Heat

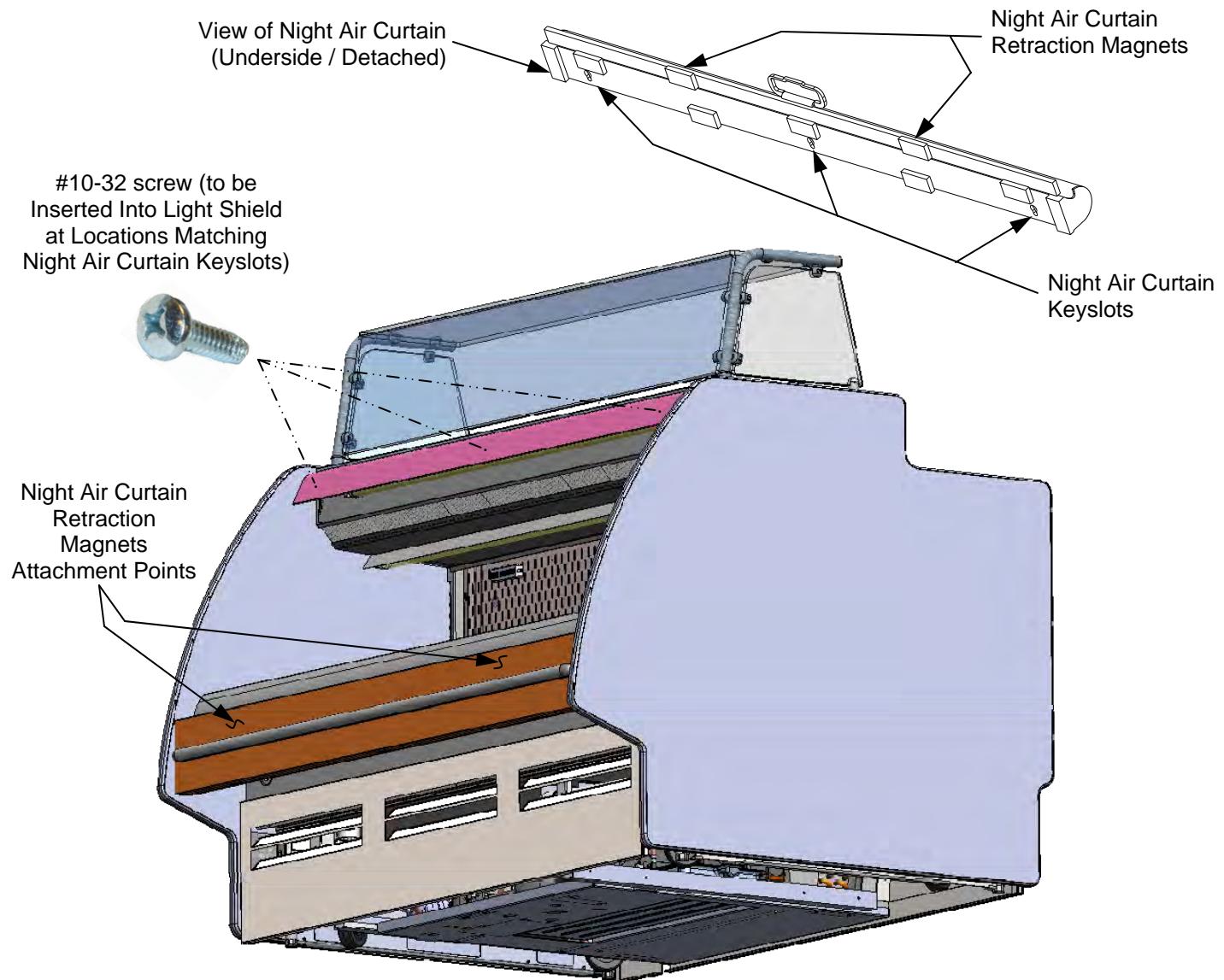
Setting "9" = Maximum Heat



Night Air Curtain Installation & Operating Instructions

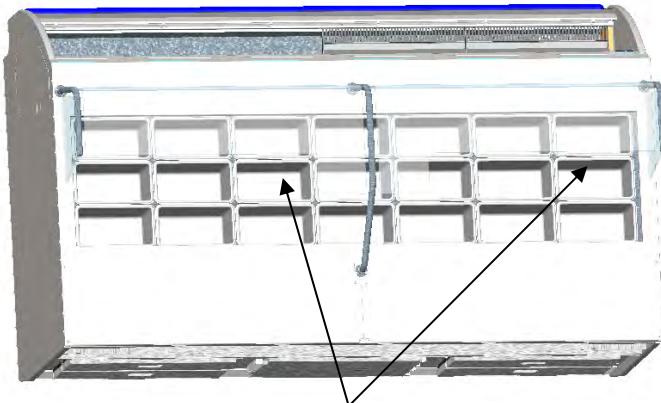
1. Use caution when handling Night Air Curtain.
2. Display case may come with Night Curtain already attached. If not, a retrofit kit will be provided.
3. If using SCC-supplied retrofit kit, place night curtain on top of case as shown. Mark "keyslot" locations using underside of night curtain as a template. Drill pilot holes in light shield and screw in #10-32 screws (leaving head exposed to allow "keyslots" to fit over them). Attach Night Air Curtain to unit by #10-32 screws.
4. After Night Air Curtain is firmly attached to case, grasp handle and pull downward to desired location (as shown below).
5. To return Night Air Curtain to its retracted position, grasp handle, lift up and away from its magnetic attachment and carefully wind Night Air Curtain back into roll.
6. Caution! Do not allow spring-loaded Night Air Curtain to freely snap back into roll. Doing so can eventually destroy Night Air Curtain's tension and retractability.
7. To entirely detach Night Air Curtain from case, retract curtain (to access keyslots),

**NOTE: BELOW
ILLUSTRATION
IS APPLICABLE
TO MODELS
GP441RR,
GP641RR &
GP841RR. IT
MAY NOT
EXACTLY
REFLECT YOUR
CASE'S
FEATURES OR
OPTIONS.**

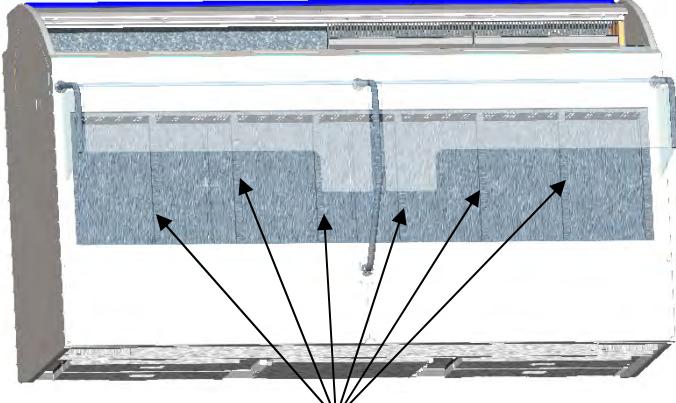


CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL

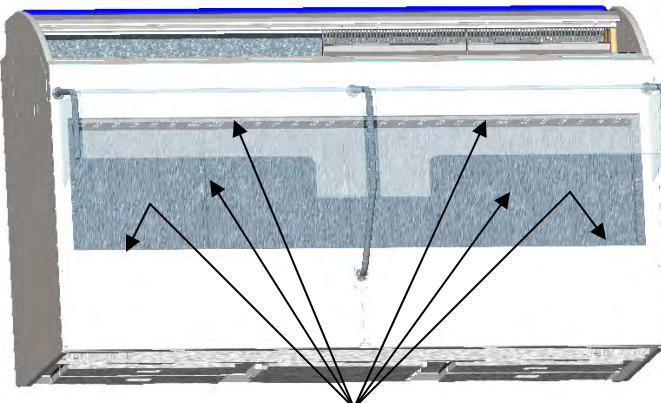
AREA	FREQUENCY	INSTRUCTIONS
Pans, Dividers, Decking, Drain, Drain Cover, TXV	Daily (1-3) Weekly (4)	<p>Follow Steps 1 Through 5 Shown Below.</p> <p>Note: Pan covers (shown in illustration #1 below) must be in place at the close of each day to maintain proper cooling temperature.</p>



1. Remove pans. Submerge and clean in warm, soapy water. Rinse. Dry. Return to case.

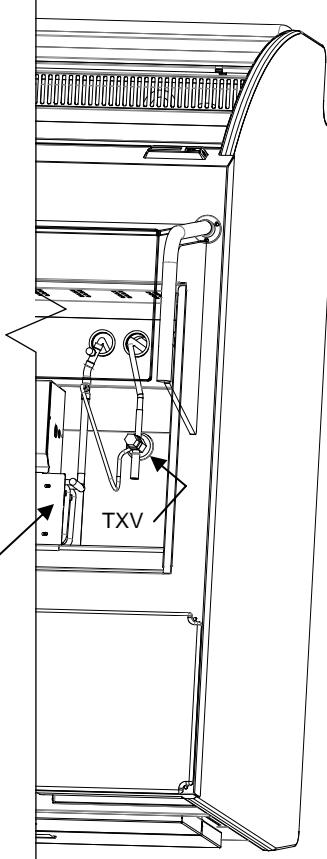
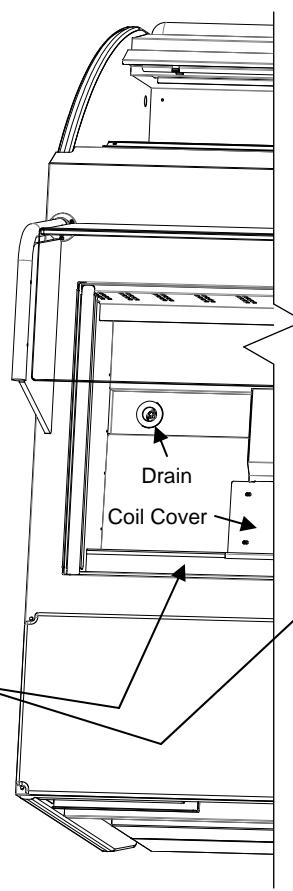


2. Remove pan dividers. Submerge dividers in warm, soapy water and clean. Rinse. Dry. Return to case.



3. After pans, and pan dividers are removed, clean entire area (sides and decking) with warm water, mild soap solution and soft cloth. Dry thoroughly. Return pans and dividers to case after cleaning.

4. **Caution!** Due to functioning cooling fans, it is advisable to turn off power to unit at this step. After pan covers, pans, dividers and pan supports are removed, clean entire area (sides, tub, drain, Coil Cover and TXV) with warm water, mild soap solution and soft cloth. Dry thoroughly. Replace all items in reverse order in which they were removed.

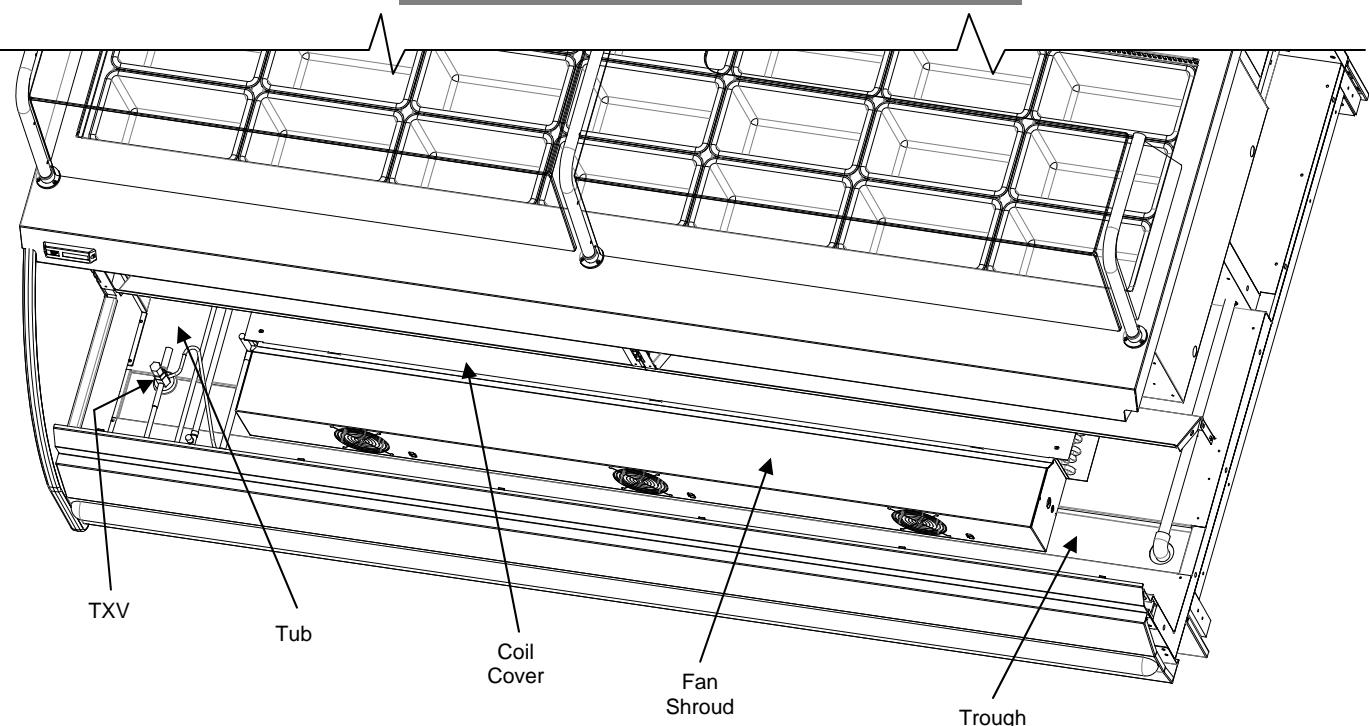


Note: Illustrations shown may not exactly reflect every feature or option of your particular case.

CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL, CONTINUED

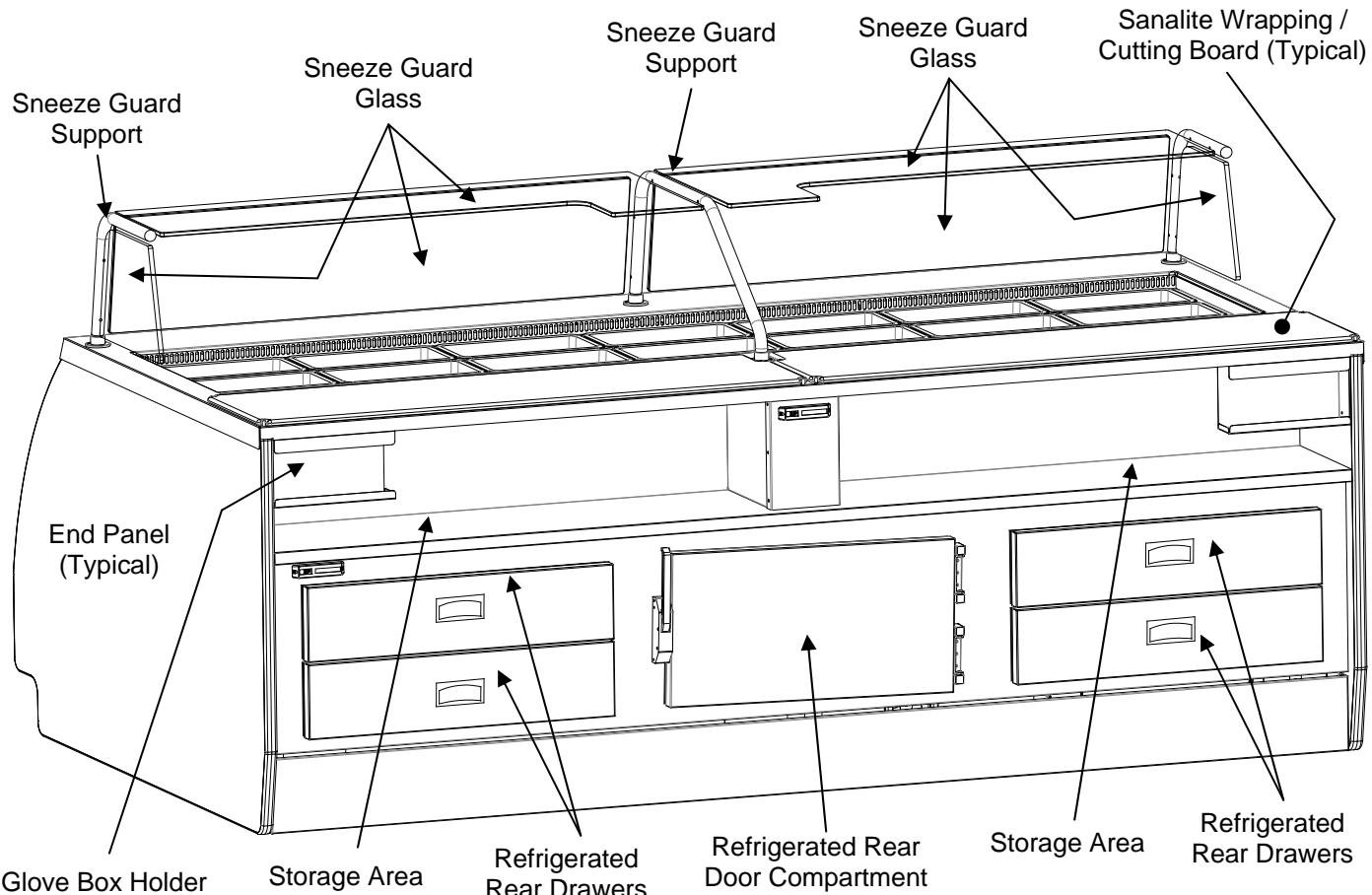
AREA	FREQ.	INSTRUCTIONS
Air Discharge Crumb Tray (On Certain Models Only)	Daily / Weekly	<p>Daily</p> <ul style="list-style-type: none"> • Air Discharge Crumb Tray (MODEL GP540RRLB.5571B only). • Slide rear doors open. Lift air discharge crumb trays up and out. • Empty and return to case. <p>Weekly</p> <ul style="list-style-type: none"> • Perform above steps, but after emptying crumbs, submerge in warm, soapy water, clean with soft-bristled brush. Dry and return to case.
Front Grab-N-Go Area	Daily / Weekly	<p>Daily</p> <ul style="list-style-type: none"> • Wipe down deck pans (deck pans have been removed for illustrative purposes below) with warm, soapy water. Rinse with water-filled spray bottle and sponge or clean cloth. Dry. • For large spills or hardened residue, remove deck pans and submersed in warm soapy water, and clean with sponge or cloth. • Caution! Do not use Brillo® pad or similar abrasive cleaners as they may mar decking finish. Rinse. Dry. Return decking to case. <p>Weekly</p> <ul style="list-style-type: none"> • Remove deck pans (deck pans have been removed for illustrative purposes below). <u>Caution!</u> Due to functioning cooling fans, it is advisable to turn off power to unit at this step. • After pan covers, pans, dividers and pan supports are removed, clean entire area (sides, tub, drain, Coil Cover and TXV) with warm water, mild soap solution and soft cloth. Dry thoroughly. • Replace all items in reverse order in which they were removed.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL, CONTINUED

AREA	FREQ.	INSTRUCTIONS
Case Exterior	Daily	Sneeze Guard Glass/Supports/Glass Sliding Doors: After removing pans, clean with a household or commercial glass cleaner and a soft cloth or paper towel. Wipe off all residue.
	Daily	Acrylic: Acrylic sneeze guard must be cleaned with a mild soap and water solution and a soft cloth. Caution! <i>Never use ammonia-based cleaners on acrylic. Incorrect cleaning agents or abrasive cleaning cloths cause surface to 'cloud' over time.</i>
	Daily	Heated Stone Surface: See next page.
	Daily	End Panels, Front Panel, Toe-Kick, Rear Sliding Doors (Model GP841R.5184), Storage Area, etc.: Wipe down with warm water and mild soap solution and non-abrasive cloth.
	Daily	Stainless Steel Surfaces: See CLEANING SCHEDULE - TO BE COMPLETED BY STORE PERSONNEL, CONT'D: STAINLESS STEEL section in this manual for cleaning specifics.
Case Interior	Daily	Storage Areas, Glove Box Holder, Sanalite Wrapping/Cutting Board: Wipe out with warm water and mild anti-bacterial soap solution and non-abrasive cloth. See illustration below.
	Daily	Rear Door Compartment: Open rear compartment door. Wipe out area with warm water, mild soap solution and non-abrasive cloth. DO NOT touch or dislodge cooler drain hose.
	Daily	Risers: Wipe down with warm water and mild anti-bacterial soap solution & non-abrasive cloth. For more extensive cleaning (stubborn stain removal), remove from case, submerge in warm, soapy water and use non-abrasive cloth. <u>Note:</u> See PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER) section in manual for sample view of risers.



CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL, CONT'D

AREA TO BE CLEANED	FREQ.	INSTRUCTIONS
Heated Stone Surfaces (Model GP440RHLB.5574 Heated Surface Pizza Display Only)	Daily	<u>See Below</u>

Quartz surfacing is a nearly indestructible material. It is resistant to stains caused by wine, fruit juices, liquid food coloring, tea, nail polish and remover, and felt-tip markers. Its non-porous nature is also extremely hygienic, making it a food-safe choice. Additionally, since it is a non-porous material, quartz polished surfaces do not need to be sealed as do other stones to prevent staining.

Though the quartz surface can briefly tolerate moderate temperatures for a brief time, it can be damaged by high heat and prolonged exposure to heat. Use a hot pad or trivet when placing a hot pan on it.

As with any other stone or surface material, strong chemicals and solvents such as Drano®, Liquid Plummer®, oven cleaners and floor strippers will damage quartz surfaces. The following are tips for cleaning your quartz surface:

Polished Surfaces (high gloss)

Routine cleaning involves little more than soapy water or a mild household cleaner such as Formula 409®, Fantastik® or Windex®.

Honed Surfaces (smooth with more of a matte look)

A honed surface will require more daily maintenance than polished finishes. Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub™. For tough stains, work the area with a Scotch Brite™ pad.

CLEANING SCHEDULE - TO BE COMPLETED BY STORE PERSONNEL, CONT'D: STAINLESS STEEL

General Stainless Steel Surface Cleaning (To Be Performed As Often As Needed):

- Certain grades of stainless steel, and some are more prone to corrosion than others.
- Stainless steel can become exposed to a wide variety of contaminants, which if left untreated can cause stains and rust.
- Stainless steel requires a specific cleaning procedure to maintain its sheen and remain rust-free.
- Wash with a solution of liquid dishwashing detergent and hot water.
- Rinse with pure hot water from spray bottle. Wipe with clean sponge. This will remove soap residue that can lodge in stainless steel's microscopic grooves, causing rust.
- Dry with clean, soft cloth or paper towel.
- Caution! *To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Caution! *Never clean with scouring powder or steel wool as they can mar, scratch and/or erode the surface of stainless steel. When the surface properties of stainless steel have been compromised, rust can form.*

Brightening:

- Method 1: Brighten by polishing with a soft cloth or sponge with a solution of one part vinegar to 2 parts water in a spray bottle.
- Method 2: Sprinkle baking soda on sponge and rub gently with soft cloth or sponge.
- Caution! *To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

Removing Streaks or Stains:

- Method 1: Place two teaspoons of rubbing alcohol on a microfiber cloth or pad. Rub the cloth along the grain of the appliance until the entire area has been wiped. The rubbing alcohol will air dry itself.
- Method 2: Dip soft cloth or sponge in club soda and rub gently over area of concern.
- Caution! *To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

Polishing:

- Place a dab of olive oil onto clean soft cloth. Spread over area until a light sheen is observed. Use pressure to "work the oil" into the small grooves in the surface. Apply firm, steady pressure using small circular motions.
 - > Dry buff: Remove excess oil with clean cloth or paper towel using small circular motions.
 - > Wet buff: Use an ounce or white vinegar with clean cloth or paper towel using small circular motions.
 - > Continue wiping until oily finish has been removed.
- Caution! *To prevent rust, you MUST rinse with pure hot water from a spray bottle while wiping with clean sponge after EACH cleaning.*
- Dry with clean, soft cloth or paper towel.

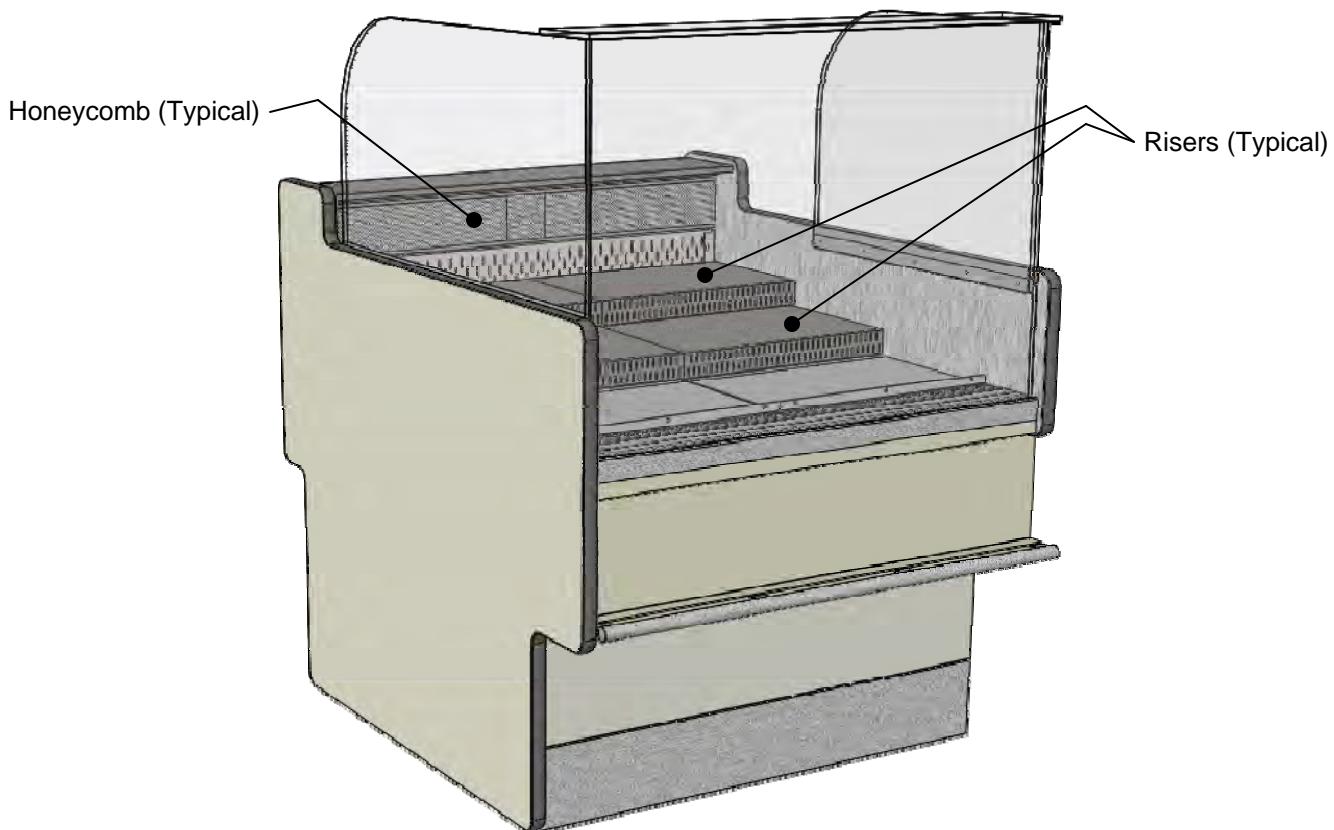
Removing Rust:

- If rust has begun to form, there are a variety of products that can treat it.
- Among these are CLR® (calcium, lime and rust remover) and Chemetall Oakite 33 (rust, oxides and scale remover).
- **Caution! *To prevent food contamination, personal injury or further corrosion, carefully observe and follow the rust removing product's precautions and instructions.***

PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

PREVENTIVE MAINTENANCE	FREQ.	INSTRUCTIONS
Case Interior	Quarterly	<p>Tub Area (Evaporator Coil, Drain, Fans, Brackets):</p> <p>Caution! Disconnect power from the case before cleaning tub, coil, fan, motor and drain area!</p> <ul style="list-style-type: none"> • Use vacuum to clean entire area. • After vacuuming, clean area with warm water, clean cloth, and mild soap solution. • Remove any debris that may clog drain. • Wipe down fan blades, motors and brackets with moist cloth.
	Quarterly	<p>Honeycomb: Check honeycomb air diffuser to determine if it is dirty. If it is dirty, remove from case. See MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS (SERVICE TECHNICIANS ONLY) section of this manual (next page) for cleaning specifics.</p>



Model GP340DRLB.5580

1. Honeycomb Air Diffuser Removal

See **PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)** section in this manual for cleaning frequency.

A. Wedge a non-metallic device of suitable strength (such as a ballpoint pen) between the honeycomb and the end panel.

Caution! Use care not to dislodge the heating wire (that prevents condensation on the lamp assembly).

B. Apply pressure to collapse the honeycomb to allow it to be pulled out of honeycomb retainer.

C. Carefully pry downward and away from the honeycomb retainer.



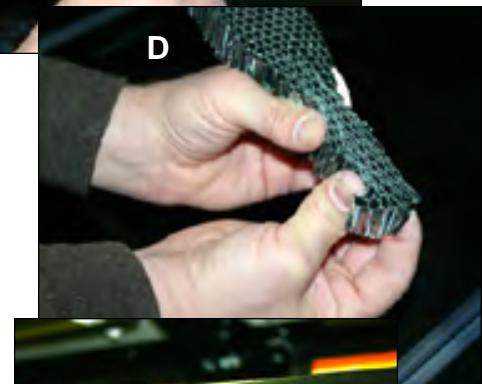
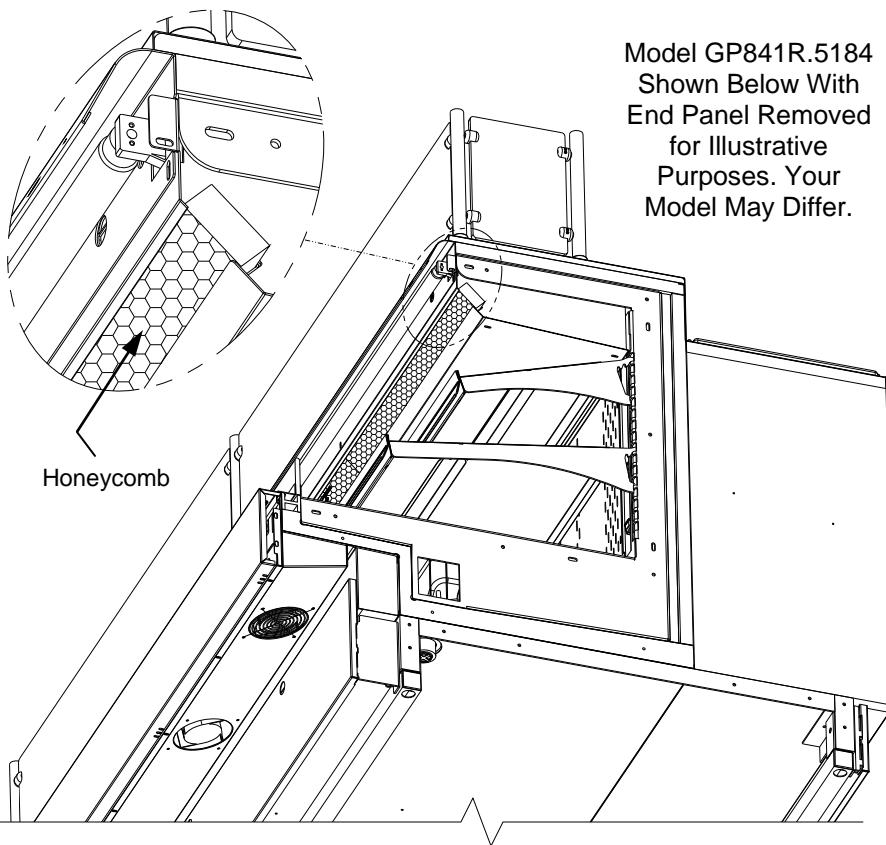
A



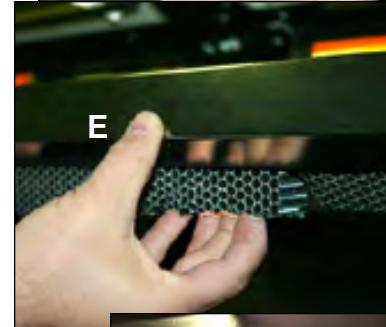
B



C



D



E



F

TROUBLESHOOTING (TO BE PERFORMED BY STORE PERSONNEL)

CONDITION	TROUBLESHOOTING
Case Is Not Level	See INSTALLATION section in this manual for additional information.
Case Not Lining Up	See INSTALLATION section in this manual for instructions on properly aligning case (alongside other cases) and adjusting levelers (or rails).
Water Is On The Floor	Call service provider.
Fan Emits Excessive Noise	Call service provider.
Case Lights Are Not Working	Check that light switch is in the <i>on</i> position.
	<p>Turn light switch off and check bulb for proper connection.</p> <ul style="list-style-type: none"> Check that the light cord is plugged in properly. <u>Note:</u> LED light and plug must be connected in a specific manner or they will not work. Make certain flat edge of plug connects to flat edge of LED light. See LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION section in this manual for illustrations.
	Fluorescent Lights: Check bulbs for proper installation and connection. Also, check that bulb connections are free from dust and dirt.
	Fluorescent Lights: Check for burned out bulbs.
	If case lights still do not come on, call service provider.
Case is Not Holding Proper Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Product must be pre-chilled before placing in case.
	Check that the case is not in the sun or near a heat or air-conditioning vent.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature.
	Check air return grilles (area at front of decking) for obstructions. DO NOT set product on air grilles as this will prevent proper airflow!
	If case still is not holding proper temperature, call service provider.

TROUBLESHOOTING (TO BE PERFORMED BY TRAINED SERVICE PROVIDERS)

CONDITION	TROUBLESHOOTING
Water Is On The Floor	<p>Check that the drain trap is free of debris.</p> <p>Check that the drain hose is correctly positioned over floor drain.</p>
	<p>Check store conditions. See OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS pages in this manual for humidity and temperature ranges to prevent condensation.</p>
Fan Emits Excessive Noise	<p>Check that the case is aligned, level and plumb.</p> <p>Check evaporator fans for cleanliness.</p> <p>Unplug/power off fan motors. Check to determine whether faulty.</p> <p>Check that fan motors are securely mounted in brackets.</p> <p>Check that the fan shroud is properly secured.</p>
Fans Are Not Working	<p>Check that fans are plugged in at the fan shroud.</p> <p>Check for foreign material obstructing fan performance.</p> <p>Check that fan blades freely rotate within fan shrouds</p> <p>Check that power is going to fans (certified electricians only).</p> <p>Check that fan wiring is connected on terminal blocks (certified electricians only).</p>
System Is Not Operating	<p>Check that the utility power is on.</p> <p>Check the circuit breaker box for tripped circuits.</p>

TROUBLESHOOTING - CONDENSING SYSTEM (TRAINED SERVICE PROVIDERS ONLY)

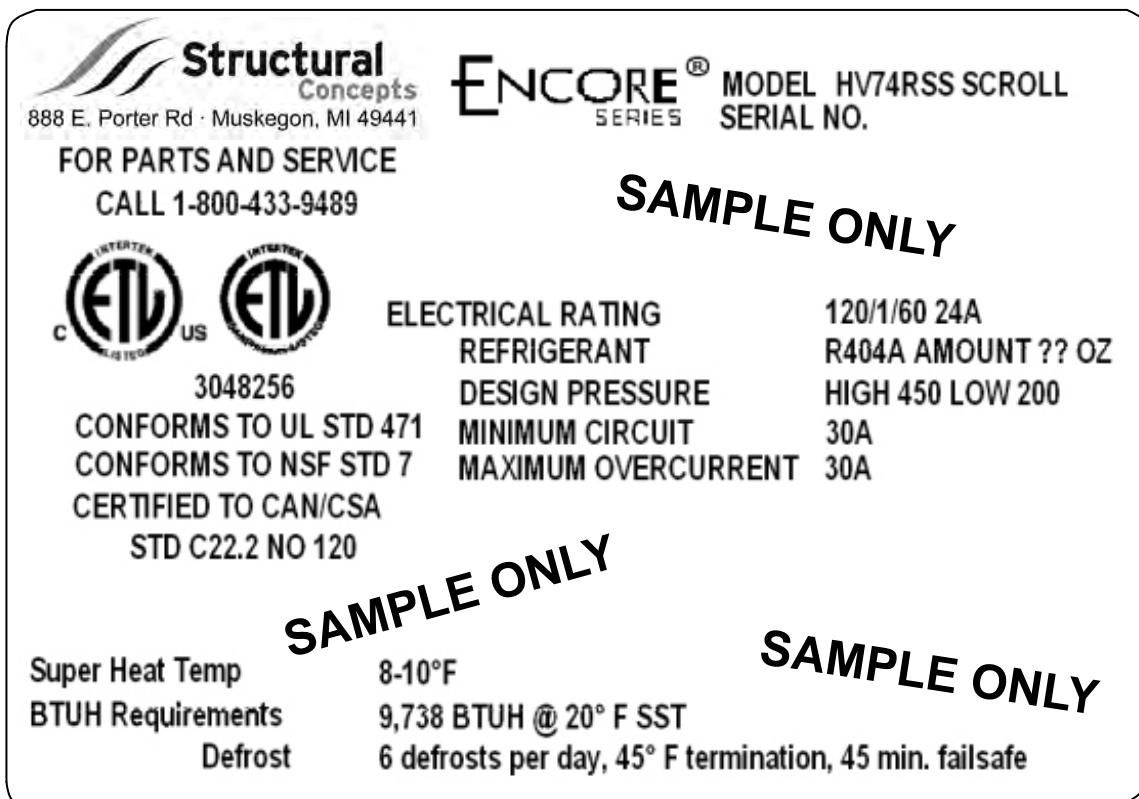
CONDITION	TROUBLESHOOTING
Head Pressure Too High	Check that the Condensing Coil is not dirty or covered.
	Check that Condensing Fans are working.
	Check that refrigerant is not overcharged.
	Check to verify that a non-condensable is not in the system.
	Check that Liquid Line Drier is not plugged.
	Check that there are no close-offs around Condensing Coil.
	Check Set Point Temp.; it may be adjusted too high.
	Check System Operating Temperatures.
	Check that Store Ambient Temperature isn't above maximum allowed. See <i>Overview and Warnings</i> Section.
Head Pressure Too Low	Check that Refrigerant Charge isn't too low.
	Check that Suction Pressure isn't too low.
	Check to verify that Compressor Valves aren't bad.

TROUBLESHOOTING - EVAPORATOR SYSTEM (TRAINED SERVICE PROVIDERS ONLY)

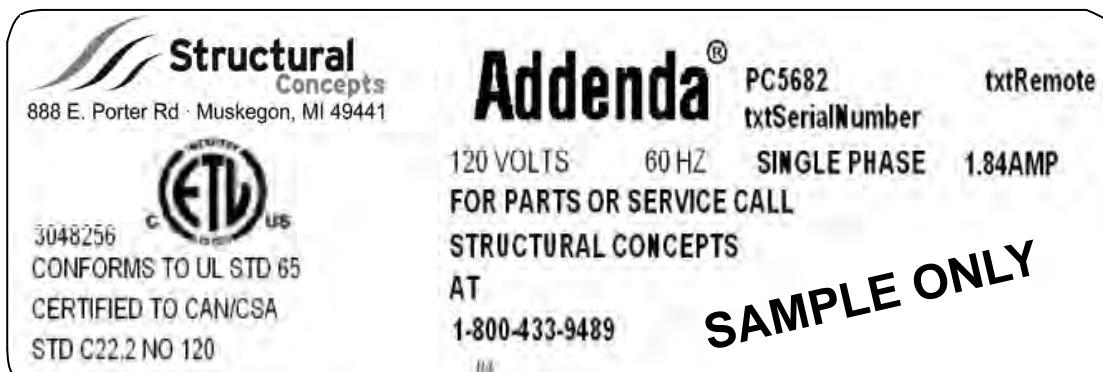
CONDITION	TROUBLESHOOTING
Low Suction Pressure	Check that the Refrigerant doesn't have a low charge.
	Check that Expansion Valve isn't restricted.
	Check that Liquid Line or Filter isn't restricted.
	Check that Evaporator Motors are working.
	Check that High Superheat doesn't need adjusting.
	Check that the Thermostatic Element charge isn't depleted.
	Check that there is air no seepage of air around Condensing Coil.
	Check that the Coil is not iced up.
High Suction Pressure	Check that Refrigerant Charge isn't too high.
	Check that Compressor Valves aren't bad.
	Check that the Cooling Load isn't high.
	Check that Superheat Adjustment isn't low.
	Check TXV Bulb Installation a. Poor thermal contact. b. Warm location.
	Check Compressor: Low capacity means it is undersized for its application.

Serial Label Location & Information Listed / Technical Information & Service

- Serial labels are located near the electrical access on your case.
- Serial labels contain electrical, temperature & refrigeration information, as well as regulatory standards to which the case conforms.
- For additional technical information and service, see the *TECHNICAL SERVICE* page in this manual for instructions on contacting Structural Concepts' Technical Service Department.
- See images below for samples of both refrigerated and non-refrigerated serial labels.



----- Sample Serial Label For Refrigerated Case -----



----- Sample Serial Label For Non-Refrigerated Case -----

STRUCTURAL CONCEPTS CORPORATION TECHNICAL SERVICE
PHONE NUMBER: 1.800.433.9489 or For Your Master Service Agent See
WWW.STRUCTURALCONCEPTS.COM/Contact/Master_Service_Agents.asp

LIMITED WARRANTY

All sales by Structural Concepts Corporation (SCC) are subject to the following limited warranty. "Goods" refers to the product or products being sold by SCC.

Warranty Scope: Warranty is for equipment sold in the United States, Canada, Mexico and Puerto Rico. Equipment sold elsewhere may carry modified warranty.

Warranty; Remedies; Limitations. The limit of liability of SCC toward the exchange cost of the original compressor motor (and/or any other components) is one year parts and labor. If any Goods are found to be of faulty material or workmanship within one year of the original F.O.B. unit shipment, SCC will, at its option (after inspection by an authorized representative), replace or pay the reasonable cost of replacement of the faulty Goods. If warranty claim is not made within this one year time period, SCC is not bound to warrant Goods. A motor-compressor (and/or any other components) replaced during the warranty shall not exceed manufacturer's current established wholesaler's exchange price. If replacement motor-compressor (and/or other components) is available via storage facility, parts truck, etc., SCC mandates that readily accessible replacement components be used toward repair of Goods; in such instances, SCC will replace such equipment (at its own expense) after confirmation of its use/placement on defective unit. SCC shall not be charged an additional fee, up-charge or expense for such replacement Goods. If SCC is unable to repair or replace the defective Goods, SCC shall issue a credit to the Purchaser for full or partial purchase price, as SCC shall determine. The replacement or payment in the manner described above shall be the sole and exclusive remedy to Purchaser for a breach of this warranty. If any Goods are defective or fail to conform to this warranty, SCC will furnish instructions for their disposition. No Goods shall be returned to SCC without its prior consent.

SCC's liability for any defect in the Goods shall not exceed the purchase price of the Goods. SCC SHALL HAVE NO LIABILITY TO PURCHASE FOR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS, OR OTHER ECONOMIC INJURY DUE TO ANY DEFECT IN THE GOODS OR ANY BREACH OF SCC, SCC SHALL NOT BE LIABLE TO THE PURCHASER IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OF THE GOODS, OR FOR THE OMISSION OF ANY WARNING THEREFROM.

SCC shall have no obligation or liability under this warranty for claims arising from any other party's (including Purchaser's) negligence or misuse of the Goods or environmental conditions. This warranty does not apply to any claim or damage arising from or cause by improper storage, handling, installation, maintenance, or from fire, flood, accidents, structural defects, building settlement or movement, acts of God, or other causes beyond SCC's control.

Except as expressly stated herein, SCC makes no warranty, express, implied, statutory or otherwise as to any parts or goods not manufactured by SCC. SCC shall warrant such parts or Goods only (I) against such defects, (II) for such periods of time, and (III) with such remedies, as are expressly warranted by the manufacturer of such parts of Goods. Notwithstanding the foregoing, any warranty with respect to such parts of Goods and any remedies available as a result of a breach thereof shall be subject to all of the procedures, limitations, and exclusions set forth herein.

THE WARRANTIES HEREIN ARE IN LIEU OF ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. IN PARTICULAR, SCC MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

No representative, agent or dealer of SCC has authority to modify, expand, or extend this Warranty, to waive any of the limitations or exclusions, or to make any different or additional warranties with respect to Goods.

Period of Limitations. No claim, suit or other proceeding may be brought by Purchaser for any breach of the foregoing warranty or this Agreement by SCC or in any way arising out of this Agreement or relating to the Goods after one year from the date of the breach. In the interpretation of this limitation on action for a breach by SCC, it is expressly agreed that there are no warranties of future performance of the goods that would extend that period of limitation herein contained for bringing an action.

Indemnifications. Purchaser agrees to indemnify, hold harmless, and defend SCC if so requested, from any and all liabilities, as defined herein, suffered, or incurred by SCC as a result of, or in connection with, any act, omission, or use of the Goods by Purchaser, its employees or customers, or any breach of this Agreement by Purchaser. Liabilities shall include all costs, claims, damages, judgments, and expenses (including reasonable attorney fees and costs).

Remedies of SCC. SCC's rights and remedies shall be cumulative and may be exercised from time to time. In a proceeding or action relating to the breach of this Agreement by Purchaser, Purchaser shall reimburse SCC for reasonable costs and attorney's fees incurred by SCC. No waiver by SCC of any breach of Purchaser shall be effective unless in writing nor operate as a waiver of any other breach of the same term thereafter. SCC shall not lose any right because it has not exercised it in the past.

Applicable Law. This Agreement is made in Michigan and shall be governed by and interpreted according to Michigan law. Any lawsuit arising out of this Agreement or the Goods may be handled by a federal or state court whose district includes Muskegon County, Michigan, and Purchaser consents that such court shall have personal jurisdiction over Purchaser.

Miscellaneous. If any provision of this Agreement is found to be invalid or unenforceable under any law, the provision shall be ineffective to that extent and for the duration of the illegality, but the remaining provisions shall be unaffected. Purchaser shall not assign any of its rights nor delegate any of this obligations under this Agreement without prior written of SCC. This Agreement shall be binding upon and inure to the benefit of SCC and Purchaser and each of their legal representatives, successors and assigns.

SCC warrants its products to be free of defects in materials and workmanship under normal use and service for a period of one (1) year from the date of delivery.

This warranty is extended only to the original purchaser for use of the Goods. It does not cover normal wear parts such as plastic tongs, tong holders, tong cables, bag holders, or acrylic dividers.

General Conditions. All service labor and/or parts charges are subject to approval by SCC. Contact the Customer Service Department in writing or call 231-798-8888.

All claims must contain the following information: (1) model & serial code number of equipment; (2) the date and place of installation; (3) the name and address of the agency which performed the installation; (4) the date of the equipment failure; and (5) a complete description of the equipment failure and all circumstances relating to that failure.

Once the claim has been determined to be a true warranty claim by SCC's Customer Service Department, the following procedure will be taken: (1) replacement parts will be sent at no charge from SCC on a freight prepaid basis; (2) reimbursement for service labor will be paid if the following conditions have been met - (a) prior approval of service agency was awarded from the Customer Service Department; and (b) an itemized statement of all labor charges incurred is received by the Customer Service Department. The cost of the service labor reimbursement will be based on straight time rates and reasonable time for the repair of the defect.

If problems occur with any compressor, notify SCC's Customer Service Department immediately. Any attempt to repair or alter the unit without prior consent from the Customer Service Department will render any warranty claim null and void. This warranty and protection plan does not apply to any condensing unit or any part thereof which has been subject to accident, negligence, misuse, or abuse, or which has not been operated in accordance with the manufacturer's recommendations or if the serial number of the unit has been altered, defaced, or removed.

One Year Limit of Liability. After SCC's one-year parts and labor warranty on the original F.O.B. unit has expired, SCC is not liable for either the equipment or labor costs of repairing or replacing the motor compressor, nor any other components that were included in the original F.O.B. unit.